

CRITICAL THINKING AT THE CRITICAL TIME™

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F T I[®]
CONSULTING



HEALTHCARE SOLUTIONS

Our mission is clear: to serve as a comprehensive resource for healthcare organizations seeking a better way to compete—and succeed. We've assembled a team of consulting experts with the breadth of experience and depth of knowledge to help you manage any critical business issue or dispute. In fact, our Healthcare Solutions group, backed by the powerful global resources of FTI Consulting, is now one of the largest names in healthcare.

Ultimately, providing quality healthcare requires a healthy bottom line. Now healthcare leaders, trustees, physicians, employees, and local communities have a trusted resource to help them transform their organization's financial performance.



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Strategy, Planning and Revenue Growth

FTI Consulting can serve as your expert guide and advisor through the entire strategic process. We use a comprehensive approach that builds consensus and identifies long-term opportunities for future growth. We involve all stakeholders in the process and ensure physician alignment is integral to our approach. This is not top-down thinking, but an integrated approach linking the vital components of your organization in a unified assessment and plan of action. We deliver measurable results that are customized to your institution and supported by analytical team and proprietary tools.

Our services include:

- Strategic planning
- Merger, acquisition, affiliation
- Clinical service line/centers of excellence development
- Product line profitability analysis
- Accountable care organizations
- Academic organization and funds flow

Physician Enterprise

Our physician enterprise experts focus on optimizing alignment between hospitals and physicians. We are ambulatory care experts who understand all aspects of the physician practice, hospital-physician affiliation models, including academic enterprises. We have also designed, built and delivered accountable care solutions in preparation for a new world of value-based reimbursement.

Our services include:

- Physician partnerships/alignment
- Physician practice operational transformation
- Accountable care organization solutions
- Ambulatory patient experience optimization

Clinical Operations

At FTI Consulting, our objective is to improve clinical and operational effectiveness by reducing clinical variation and LOS performance (resource consumption/cost per case by service) while identifying opportunities to enhance patient flow and maximize clinical capacity and evaluating clinical care management, quality, outcomes structure and medical management.

Our services include:

- Clinical and operational effectiveness
- Clinical documentation and coding integrity (CDCI)
 - Inpatient/outpatient medical record reviews
 - Case mix statistical analysis/CDCI process assessment
 - Clinical documentation specialist/case management education



Performance Improvement

At FTI Consulting, we provide the skilled expertise that allows clients to successfully negotiate the many challenges of the marketplace and achieve peak performance. With our in-depth knowledge of best practices, combined with our real-world operations experience, we can quickly and objectively evaluate options and craft a sustainable solution. We train our clients' staff to use a complete array of powerful, proprietary management tools that become a permanent part of hospital operations.

Our services include:

- Supply chain
 - Physician preference item management
 - Value analysis and product selection
 - New technology management
 - Strategic sourcing and process optimization
 - Benchmarking
 - Purchase service evaluation
 - GPO evaluation and optimization
 - Distribution and logistics management
 - Clinically integrate supply chain
- Productivity
 - Productivity opportunity improvement analysis
 - Establishing custom staffing standards/benchmarks
 - Productivity monitoring systems
 - Organizational assessment
- Revenue cycle
 - Revenue cycle performance benchmarking
 - Net revenue and cash flow performance improvement
 - Patient access assessment and implementation
 - Patient financial assessment and implementation
 - Cash acceleration
 - Denial management improvement
 - Charge capture improvement
 - Managed care contracting and rate benchmarking
 - Revenue cycle dashboard and workflow tools
- Facility activation planning

Financial Advisory Services

Given the many forces straining healthcare organizations, it is almost inevitable that some healthcare organizations will need to significantly improve their operations to strengthen financial performance. Changes in regulation, reimbursement rates or unforeseen events can severely impact any segment of the healthcare industry. FTI Consulting helps clients successfully manage these potentially stressful situations with the required level of sensitivity, experience and objectivity.

Our services include:

- Debt restructuring and refinancing
- Covenant studies
- Financial projections
- Transaction advisory services
- Asset sales/liquidations
- Valuation



Turnaround and Interim Management

Implementing change sometimes requires the time-tested capabilities of an experienced healthcare professional on an interim basis. FTI Consulting can serve as a valuable resource when such a need occurs. Our interim executives are FTI Consulting employees, ensuring maximum accountability and effectiveness. Their wealth of knowledge and diversity of experience, from academic medical centers to multi-hospital systems and community hospitals, enables us to provide the ideal healthcare professional to meet your organization's specific needs.

Our services include:

- Interim executives
- Department interim management
- Chief implementation officer
- Chief restructuring officer

Regulatory and Dispute

FTI Consulting brings added value and insight through the key lessons we have learned from our active assistance in the best-known and most substantial healthcare investigations and litigation in history. Our work is based on proven, efficient and cost-effective approaches that emphasize benchmarking, advanced statistical sampling and extrapolation, development of complex industry and company-specific databases and solid risk assessment techniques. Our regulatory and dispute services can prove invaluable in strengthening operations and protecting assets and reputation.

Our services include:

- Expert testimony/dispute consulting
- IRO/CIA compliance services
- Financial investigations and forensic accounting
- Litigation support
- Construction project review
 - Construction auditing
 - Construction monitoring and management oversight
 - Project risk management consulting
 - Construction claims and dispute resolution
- Antitrust review
 - Market impact
 - Efficiency analysis





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ABOUT FTI CONSULTING

FTI Consulting is a global business advisory firm dedicated to helping organizations protect and enhance enterprise value in an increasingly complex legal, regulatory and economic environment. FTI Consulting offers change management, financial advisory and specialized consulting services to healthcare providers and other healthcare businesses. Our full range of integrated services focuses on operational, clinical quality and financial improvement, as well as, financial restructurings, turnarounds, regulatory compliance, forensic accounting and litigation support. Our large geographic presence and flexible, multidisciplinary team approach allow us to deliver customized services efficiently and effectively. More information can be found at fticonsulting.com/healthcare.

