



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

McKesson Consulting Services

Legacy support, system implementation and optimization, and training

Assembling a qualified team of system experts with experience supporting McKesson systems can be challenging. Hayes consultants come from the front lines of the healthcare industry and weave this experience into every engagement. Our clients find our experts easy to work with and responsive to their specific needs. The members of our McKesson team are not only system experts, but they also understand how to leverage the specific technology to meet best practice workflows and make your organization run more cost effectively.

Legacy System Support

Industry consolidation is driving many healthcare organizations to change to a different IT system or electronic health record. This transition can be costly and prolonged when permanent staff is not available to participate in the conversion. Hayes can help resolve that problem by providing resource support of both McKesson and non-McKesson applications. This frees up staff to assist with the new system build and implementation without the need to hire additional personnel.

Our system experts can support:

- 24/7 help desk coverage
- Regulatory change implementation
- Systems change requests processing
- Hayes team self-sufficiency after two weeks of knowledge transfer
- Weekly status reports of agreed upon service level metrics
- Quarterly executive meetings to review performance and discussion issues
- A fixed fee pricing model

Implementation/Conversion

Hayes' talent acquisition resources will provide a team of McKesson experts to work with your staff to ensure a smooth and effective implementation or conversion. Assembling the right team is one of our core competencies as we use proven methodologies and behavior-based tools like Performance Index (PI).

With more than 20 years of successful healthcare consulting experience, Hayes system experts can provide legacy support during a transition, deliver comprehensive training programs, and drive implementation and optimization initiatives.

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Our McKesson implementation/conversion services consist of detailed planning from site assessment to metrics determination, effective implementation and go-live support, and a proven post implementation plan consisting of tracking, reporting and surveys.

System Optimization

Most healthcare organizations look to optimize their systems to fully leverage and realize the full return on investment. Optimization can mean something different to each organization. It is often defined as improving the functionality of your system but Hayes understands that it goes beyond simply enhancing functionality. Our consultants are experts in identifying all opportunities for greater efficiency to enrich patient care, streamline data access, enhance clinical collaboration, refine processes, and improve outcomes.

As part of our optimization services, we review all people, processes, and technology to ensure that your system is operating to its full potential.

Training/Knowledge Transfer

Hayes understands that every organization is different when it comes to training requirements, which is why we build a team customized for your specific needs. Our experienced trainers work closely with your team to help them understand your particular McKesson workflows. Whether you need help creating a training environment, developing a training program, training end-users, or providing go-live support, Hayes can provide the right program to secure the success of your implementation or conversion.

Knowledge transfer is also a key part of every Hayes engagement. Our goal is to leave your team with the knowledge, lessons learned and a road map of next steps. We use proven knowledge transfer methods that ensure improved staff performance including pod-style workgroups, project planning templates and customized instructional materials.

About Hayes

Hayes Management Consulting is a leading, national healthcare consulting firm focused on transforming healthcare operations. This includes strategic planning, interim leadership, revenue cycle optimization, clinical optimization, project management, IT consulting, and preparation for federal initiatives such as ICD-10 and Meaningful Use.

As a trusted partner to healthcare organizations, Hayes delivers tailored consulting services that improve operations, enhance technology, and develop staff so clients can succeed in an evolving healthcare market.