

USCCG

# Transforming Complex, Adaptive Institutions Into High Performance Organizations

*USCCG combines behavioral  
science with a healthcare  
management system to improve  
hospital performance*



# hospitals

## Current Reality

- Waiting patients
- Frustrated physicians
- Delayed surgeries
- Diverted ambulances
- Fire fighting and bed hunting
- Staff shortages
- Reimbursement issues
- Margin squeeze

## Next-Level Performance

- Satisfied patients and physicians
- Stable and productive staff
- Higher revenue and improved operating margins
- Active, real-time, information-based management operating system
- Able to anticipate instead of simply react to events
- Valued as an asset serving the community

Experience has shown that systems consisting of many autonomous, yet interdependent parts can be unpredictable, difficult to manage, and even tougher to change. Having worked with complex, adaptive environments since 1968, USC Consulting Group (USCCG) understands them better than most.

And, we have found that there is a specific science for enabling organizations of this nature, like hospitals, to achieve next-level performance. It's a science that goes far beyond the application of popular manufacturing-based methodologies, such as Six Sigma and Lean Operations, to affect complete organizational transformation. That's why we have developed special analysis techniques, simulation tools, and methodologies to help quickly assess each hospital's unique capabilities and full potential.

Once we determine the areas that provide the maximum improvement leverage, we design a unique and comprehensive plan to drive optimal performance. Every plan:

- is patient- and physician-centered;
- focuses on quality first, then revenue and volume;
- is measurable;
- addresses the whole hospital, not just individual departments;
- considers the needs of the people and culture that makes things happen; and
- is self-sustaining to adapt and change with the hospital.

With a proper diagnosis - including a clear understanding of why things behave the way they do - we can begin to administer the treatment that will get your institution to the next level. It includes:

- a project design that is as smart as it is practical;

- implementation by a collaboration of professionals - yours as well as ours;
- projected results, delivered on time and within budget;
- a management operating system that will enable you to anticipate events and easily take the pulse of key performance indicators;
- the inspiration and motivation that will drive your institution to higher achievement.

Just as recovering patients aren't completely out of danger until they adopt a more rigorous and healthier life regimen, USCCG clients will continue to benefit from a culture of continuous improvement we help them sustain following engagement. This takes the form of:

- customized tools and enablers;
- behavioral and organizational changes;
- training and facilitation in the improvement process; and
- post-engagement monitoring.

If you would like to identify the unique opportunities for improvement in your hospital, build consensus for change among its stakeholders, and move forward quickly and decisively to next-level performance, visit our web site at [www.usccg.com](http://www.usccg.com) to learn more about us, or call (800) 888-8872 to schedule a free consultation without obligation.

We look forward to the possibility of helping you transform your institution into the very picture of health.



*First we make it work. Then we make it last.®*