



Healthtech partners with Manitoba eHealth to provide recommendations for performance metrics and benchmarks for their Coordination of Care (COC) program

CHALLENGE

Healthtech was engaged to review the Coordination of Care (CoC) program's business operational models in an effort to align the Division programs (eChart Manitoba and MBTelehealth) and prepare for anticipated growth while retaining the agility to develop, deploy, and support future solution offerings. The project was intended to reassess the allocation and use of resources most conducive to enhancing customer support and satisfaction.

SOLUTION

Healthtech performed an environmental scan, assessing similar organizations in other provinces to identify how they are organized, the relationship between telehealth and eHealth (if any), and how they operate, including strengths and weaknesses in their current operating models.

Data gathered formed the basis of a current state review of CoC business models, organizational capacity, and strategy to inform a short- and long-term roadmap for optimization of the existing business units and available resources.

Results

- Delivered a set of recommendations for performance metrics and benchmarks specific to the business services of CoC
- Delivered a roadmap to guide the optimization of the CoC business units and solution teams, defining a model of service that exemplifies efficiency, efficacy, and improvement to existing services

About Healthtech

Healthcare organizations are challenged to deliver higher quality care with fewer resources. Our experienced team of healthcare consultants provides strategic advisory, clinical transformation, implementation solutions, and application support services that lead you to a stronger organization with better patient outcomes.