



**CONSULTING SERVICES**


# ABOUT



Keena transforms the way people manage information, develop workflows and share knowledge within healthcare.

Healthcare information technology is much more than data, computers, software and networks; it's about people.

For Keena it's more than a business, it's a way of life.



# BUSINESS AND OPERATIONS MANAGEMENT

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## SERVICE

### Operations Strategy

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Today's healthcare environment presents more challenges than ever before. Rapidly changing and dynamic pandemic management requirements and the threat of ransomware attacks are daily realities. Now more than ever, healthcare administration and leadership can use the help of industry experts to supplement their operational and technology strategies. Look to Keena to provide experienced, leading healthcare consultants - many who have previously worked for organizations like yours and are managing clients facing similar challenges.

## SERVICE

### Staff Planning

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In the best of times, hiring and maintaining a loyal staff of skilled HIT labor can be a problematic. Dealing with a tight labor market requires fast-moving creative strategies to stay competitive and keep staffing levels in a place that will allow you to complete important IT projects.

Our team will evaluate your project load, staffing requirements and the labor market to determine the best plan to address your needs. We'll also work with you to devise creative recruiting and retention strategies. And finally, if you need temporary skilled consultants, we can provide an appropriate consultant for the situation.

## SERVICE

### Budget Planning & ROI Analysis

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With a growing list of priorities, healthcare organizations are faced with tough decisions when it comes time to budget for competing IT projects. Having consultants with direct provider organization experience means we understand your complex budgeting process. Having consultants who have also worked with scores of organizations with similar challenges means we have the know-how to handle any difficult budgeting process. Keena consultants also have the analytical tools and ROI expertise to help you objectively make the right budgeting decisions for your particular situation.

## SERVICE

### CIO Advisory

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The challenge of managing a complex healthcare IT department can often lead to unforeseen biases that otherwise might be overlooked by an independent third party. What will your organization and technology platform look like in 1 year, 5 years, and beyond? How will you get there? What are the trends that will drive your strategic planning decisions?

Keena's exclusive executive consultant advisory team will work closely with your IT leadership team to improve the value of your current IT investments and will help align your business and technology strategies. We'll conduct needs and technology assessments, staff and workflow assessments, and budgeting and ROI analyses to determine the most effective path forward to help your organization achieve it's goals.





## WORKFLOW EFFICIENCY

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Our top goal is improving productivity and clinical outcomes by supporting providers with applications that emphasize function and prioritize workflow.

Our years of experience has allowed us to develop a suite of applications and services that improve practice workflow and productivity based on what medical professionals have asked for in their daily routine.

## SERVICE Business Automation

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Working with new and mature technologies, the solutions we provide are robust, comprehensive and manageable. Years of experience consistently confirm that fine-tuning business processes with data automation is the best way for an organization to save time and money.

### 100% AUDIT

Reliably and easily evaluate paid claims on a periodic basis for potential errors in pricing. Our automated system handles payer outreach, creating a cost-effective way to review overpaid claims and recoup misspent funds.

### CLAIMS ATTRIBUTION

Match patients to their ideal Primary Care Physician through automated analysis of provider encounter history.

### WEB AUTOMATION

Easily upload, process, analyze and report on web-based data and operations. We build programs that automate payer claims, integrate CMS data and report on ACO requirements.

## SERVICE

# Clinical Automation

When the limitations of your EHR fall short of your reporting requirements, or require too much of your staffs time clicking away, work with us to get exactly what you need with automation. Keena has written hundreds of reports and scripts in nearly every possible variation. We also offer flexible service options for any EHR or PM system based on your specialized needs.

Samples we have created for our clients:

### CPTII AUTOMATION

Analyzes patient chart details to automatically add-in the qualifying CPTII codes for reimbursement.

### PATIENT PROBLEM CLEANUP

Implementing clinic rules and specified time allotments and work retrospectively to cleanup charts.

### DOCUMENT RECOGNITION

Automatically completes orders or assigns tasks based on documents added into a patient chart.

### PORTAL OFFERING DOCUMENTATION

Adjusts the patient's portal flag, documenting that access was offered.

### CUSTOM REPORTS

Productivity reports, quality and regulatory performance analysis, bill tracking and financial performance, one-off reports.

### AUTOMATED ACCOUNT PROVISIONING

Standardize setup of user accounts while adhering to protocols to seamlessly grant and manage access to EHR and and PM systems.