

# The Nolan Company

HEALTHCARE OFFERING



## NOLAN PROCESS MATURITY

*Optimize Value by Ensuring Operational Integrity*

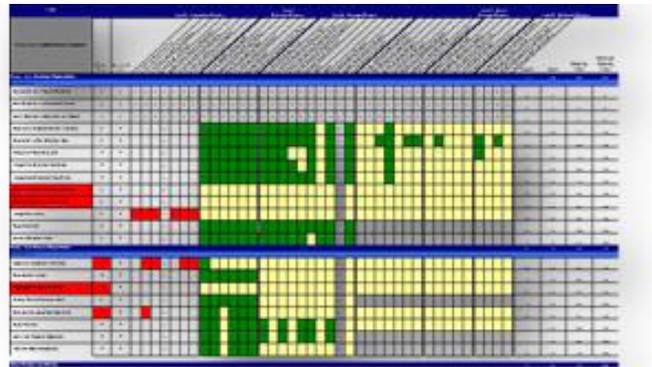
The Affordable Care Act has already brought significant changes to the healthcare industry. No matter how healthcare reform impacts your organization today, your processes must be sound in order to accommodate future changes. The Nolan Company's proven **Process Maturity** model ensures operational efficiency and integrity in your current environment, and provides a solid foundation for the implementation of changes still to come.

### Are You Equipped to Handle the Challenges Ahead?

Today, a number of trends are shaping the way health plans must operate — from increased member engagement in the healthcare decision-making process to providers organizing to take on financial risk. Ignoring these trends won't make them go away. In fact, organizations that fail to plan for these and other changes can face delays in executing initiatives, higher rework costs, and unpredictable results. That's why it's so critical to ensure efficiency in your current operating environment and to enhance your ability to rapidly implement new capabilities as needed.

### Nolan's Proven Model

Unlike other industry-standard models, which require an extended time commitment and complex execution, **Nolan's Process Maturity** model is intuitive to administer. Its straightforward language and logical progression of maturity levels make it easy to understand the business value of each stage as it applies to your organization. The Nolan model can be deployed as part of ongoing operations, without the need to create a designated department or invest in additional infrastructure — making it a cost-effective way to continually align your capabilities with the demands of a changing industry.



*Process Maturity Model*

### The Nolan Approach

Process maturity is based on both qualitative and quantitative data. From the moment you identify the objectives and processes to be addressed, our consultants conduct interviews, make observations, review process documentation, and analyze key metrics and controls against key process maturity attributes. Then, we apply our considerable expertise to synthesize the information and outline the specific advancements that must be made to achieve desired maturity levels.

Your specific needs will drive the length of your assessment and remediation period; however, work can generally be completed in four to eight weeks.

## Key Deliverables

The Nolan Company works within your existing process environment to help ensure operational integrity. We deliver:

- A Process Maturity Summary that identifies:
  - Nonperforming processes and remediation approaches
  - Underperforming processes that are not producing the desired results — and recommended steps for advancement
- An implementation plan to address the key points on the Process Maturity Summary
- An intuitive toolset that your organization can administer on an ongoing basis

## Reap the Benefits

*Nolan's Process Maturity* model is intuitive, easy to understand and administer, and allows you to quickly assess the integrity of your operating environment. We provide a structured methodology to assist in preparing for readiness reviews, market introductions, and internal and external due diligence efforts — which gives you a deeper understanding of how well your processes are constructed, executed, measured, and sustained. Our model delivers proven results, allowing your organization to:

- Operate efficiently within the current environment
- Ensure a stable base for adapting to change
- Remediate broken, or nonperforming, processes
- Advance underperforming processes



## Process Maturity Experts

Our process maturity experts are seasoned healthcare industry resources with line management experience in operations and technology. Our firsthand industry expertise, combined with our proven *Process Maturity* model, gives us unmatched insight into the problems you face. It also puts us in a unique position to collaboratively expand and extend your team's skills.

## Experience That Works for You

For 40 years, The Nolan Company has helped businesses improve service, quality, productivity, and profitability through process innovation and effective use of technology. We're experts in developing comprehensive operational and technology solutions that deliver immediate results and lasting outcomes — and we're committed to working with you from assessment through implementation.

## LET'S TALK!

To learn more about Nolan's unique approach to process maturity,  
or any other operational or technology issues,  
visit [renolan.com](http://renolan.com) or call (800) 248-3742.