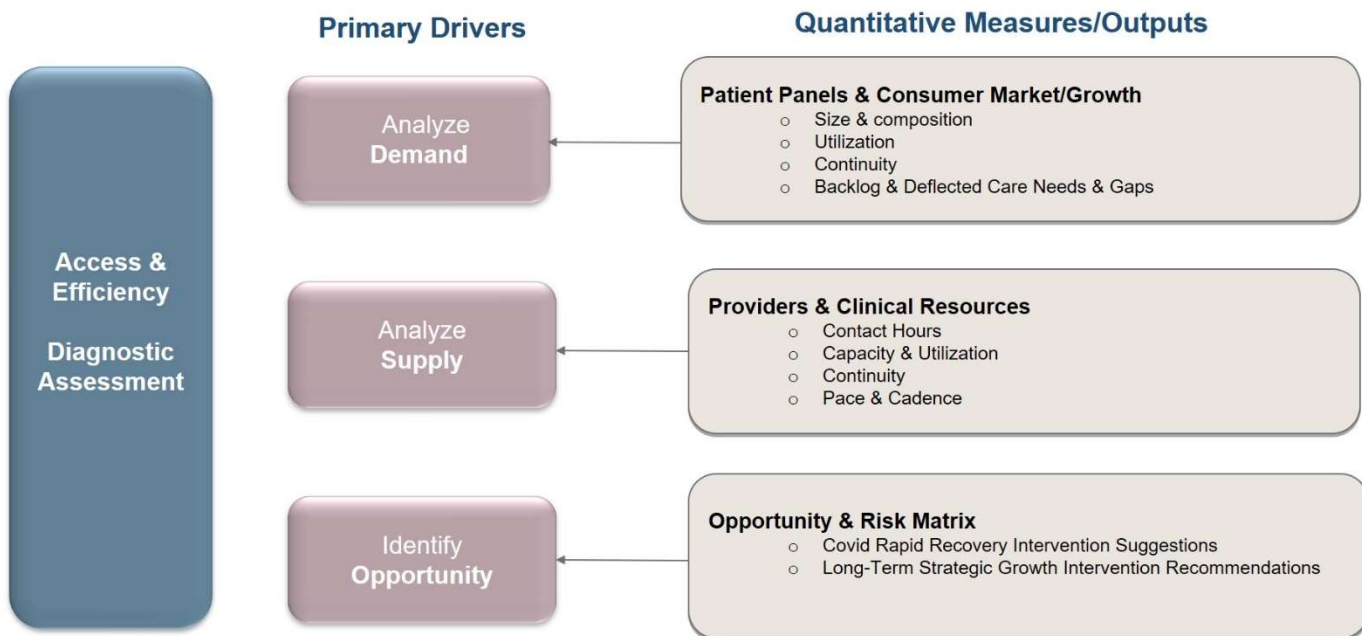


# Quantitative Diagnostic Assessment (QDA)

The Quantitative Diagnostic Assessment or QDA is a service provided by QCx Solutions (QCx) as a quick analysis of your unique data at the enterprise level. The output from the QDA varies depending upon the focus of the QDA: Provider Panel management, Schedule Modeling and Simulation, Centralized Call Center solutions, etc. The QDA analysis is focused primarily at the enterprise level, however, samples of Practice level and Provider level output can also be provided as appropriate.

The QDA consumes the same data as the more in-depth products such as *Panelytx*® and *Schedulytx*®, the difference is that the analysis is performed by a QCx analyst and the output of the QDA is what is left with the customer. Customer access to the analytical tools requires a subscription to the products.

## Diagnostic Assessment – Areas of Focus



### QDA for Provider Panels:

The QDA Tool follows the **DMAIC** framework:

- **Define** – Patients & Consumers (i.e. “Panel”) have unique clinical needs & behaviors for when and how they want to consume Healthcare services. Providers alike have needs & behaviors for how they deliver “healthcare services.” Using the principles and techniques of data science to better understand & predict the needs & behaviors of both, QDA provides health systems with a view into the Supply/Demand “**Panel/Provider Mismatch**” problem – which symptomatically results in “Access” challenges for patients & consumers, increased costs for health systems/provider groups, and capacity and task fatigue issues for providers.
- **Measure** – Using our client’s and 3<sup>rd</sup> party datasets and process measures in the 3 areas of Supply, Demand & Operations the QDA tool **quantifies** the size and scope of the problem, and the respective improvement opportunity.
- **Analyze** – The QDA tool identifies trigger points and bottlenecks that simulates different scenarios to alleviate or mitigate the risk that gets interpreted into actionable insights and recommendations for operational interventions, treatments & KPI’s that enables our clients to move into the **Improve & Control**” phases – often without additional “consulting” expense.

## Business Benefits

- Transparent identification of pinch points and bottlenecks that cause friction and inconveniences to the customer/patient
- Comprehensive insights into why patients are lapsing
- Specific highlights of processes that are working well
- Quantification of system expectations using historical data to determine goal alignment and outlook

## What makes our Solutions different?

The challenge of consulting engagements:

- Implementing process change in care delivery operations requires deep ambulatory expertise and real-world execution experience - rarely found in career consultants
- The “manpower” required to design and implement change to front-line operations is usually cost prohibitive for most organizations – whether you “build or buy”
- Tacit knowledge disappears when subject matter experts leave, or consulting engagements end – You never develop Front-line “owners”
- Hiring and scaling for these type of services conflict with the typical management consulting business model
- Ultimately, it does not solve for, or include “Voice of the Customer”- the individual frontline physicians and care team

QCx offers a variety of solutions and products, from the Quantitative Diagnostic Assessment (QDA) series of solutions to the *Panelytx*® and *Schedulytx*® analysis, modeling and simulation products that analyze panel and schedule management at the practice and provider level. These products put the Subject Matter Expertise and proprietary analytic intelligence in your hands, allowing you to re-analyze and validate your presumptions and direction at any time, using the unique data of your organization and market.

## Working with Us

QCx Solutions, LLC has partnered with System Resource Group, LLC (SRG) to create healthcare solutions products focused on Patient\Provider Access improvement through data analytics. We are focused on developing and deploying tools that perform analysis of your unique data to provide predictive models and simulations which help you improve provider capacity and utilization, increases in patient to PCP interactions, increased patient access and revenues while reducing provider burn-out. We refer to this as “*Service as a Software*”.

No two healthcare organizations are the same and your issues and needs are unique to your organization and market. The key to accurate strategy and decision-making lies in your past. **YOUR PAST!** By analyzing your data over the past three years with our proprietary algorithms, we can provide modeling and simulations that not only accurately report on your history, but provide predictive models for improvements in Provider Panels, utilization, and capacity management. Thus, same data analysis can provide market analysis and planning, cFTE gap analysis and justification, and recommendations for increasing your patient volumes.

## Working with us means:

- Total commitment to the success of your project
- Leading edge solutions shaped through collaboration with you
- Proven, visible project management approach
- Real-time support from professionals who know you
- Working with a team who has been where you are and dealt with your issues.



***“Focused on Healthcare Solutions”***

