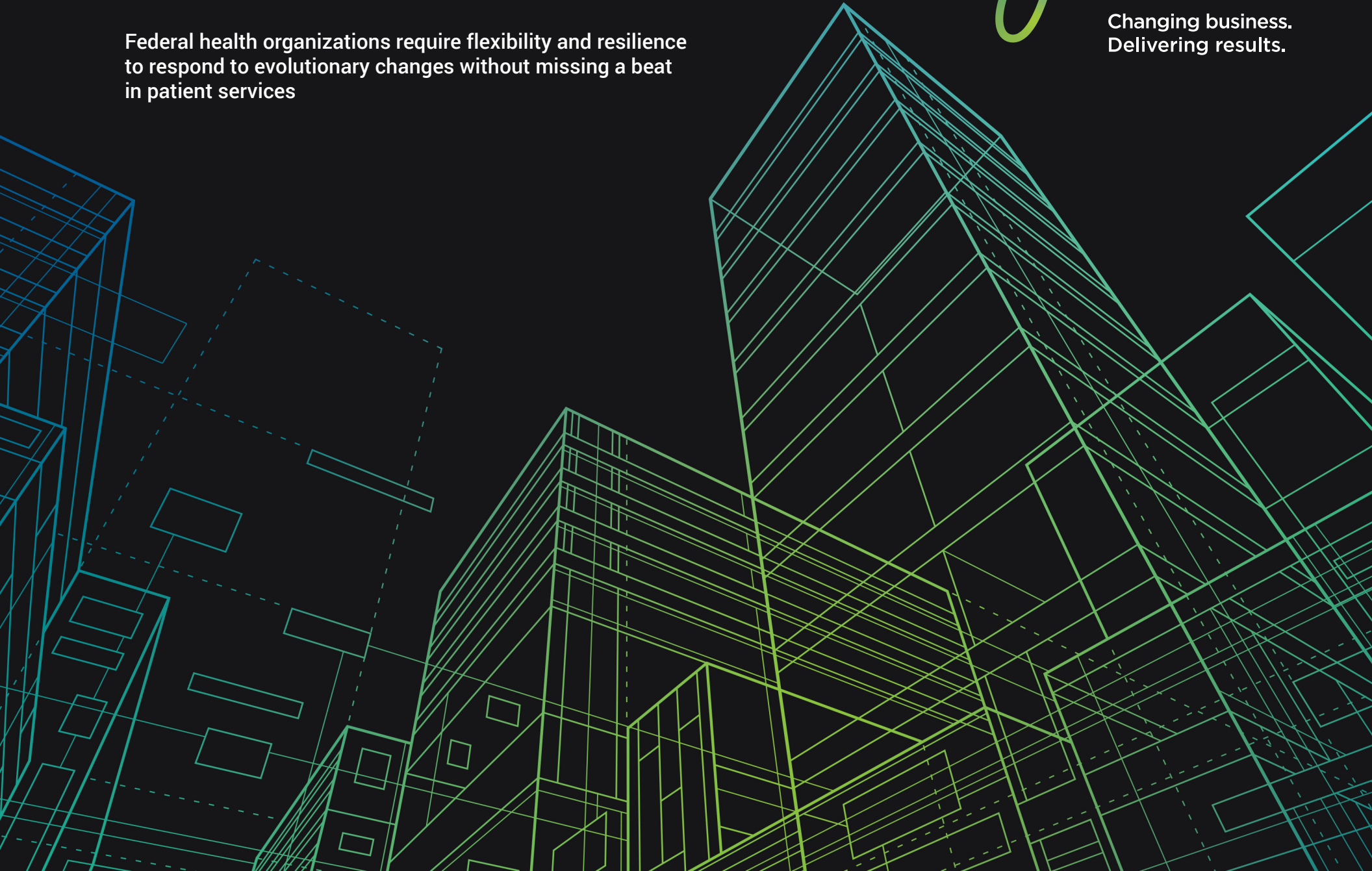


Focus on the Foundation

Federal health organizations require flexibility and resilience to respond to evolutionary changes without missing a beat in patient services



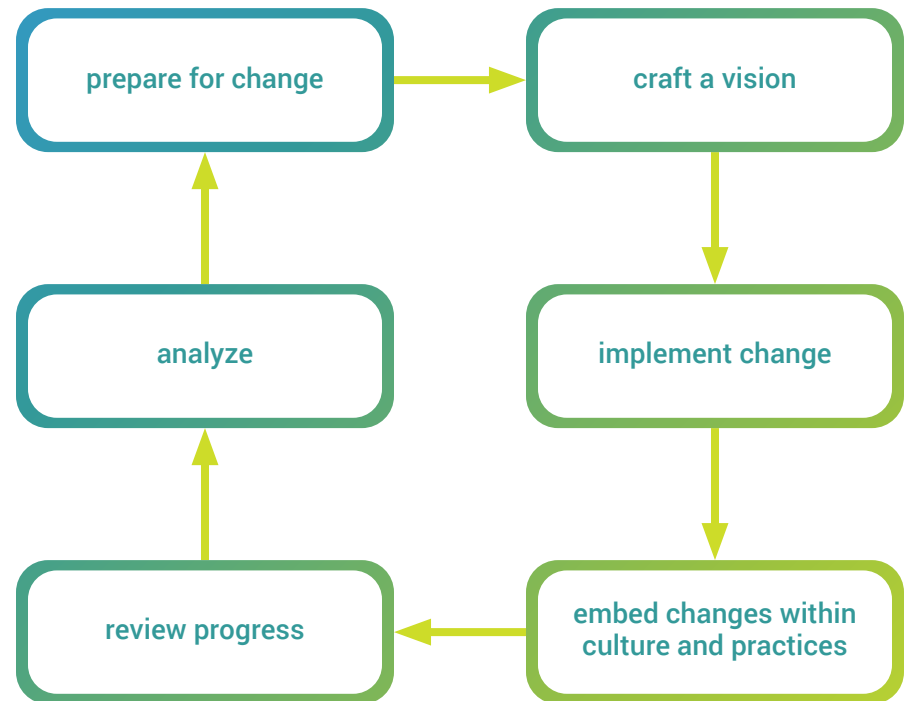
Modernization Is Rebuilding Federal Health

We're working through an exciting evolution in healthcare – one whose impact may not be fully realized for decades. The shift to digital technologies and the focus on data is pivotal to delivering efficient healthcare services now and into the future. But the change itself is leaving many in federal agencies feeling like they've lost their footing.

That's why it's important to begin any modernization initiatives by focusing on the strong foundations already in place.

As the sector implements systems that help centralize, standardize, and streamline patient care, organizations need to recognize their unique strengths and rely on those resources to help implement evolutionary change that is effective and culturally a good fit for its people and processes.

Transformation isn't always big, dramatic shifts – it can also take the form of incremental change that allows organizations to adapt authentically.



WORK FROM A BLUEPRINT FOR SUCCESS

Information Age transformation spans all industries, and organizations of all sizes. Best practices and use cases offer federal organizations proven blueprints for success. Following commercial modernization examples helps federal healthcare reduce risk, inspire innovation, introduce effective technology tools, and aid communication and adoption. If you've hit a snag, chances are there's a commercial solution already available.

Identifying Pillars of Strength

Federal organizations know their mission. This singular focus helps coordinate the efforts of various divisions and groups. Decades of service to the American people and the military have resulted in distinct cultures, channels of communications, and three foundational pillars that can be seen as sources of strength as organizations drive modernization to better align to future needs.

WORKFORCE WELLNESS

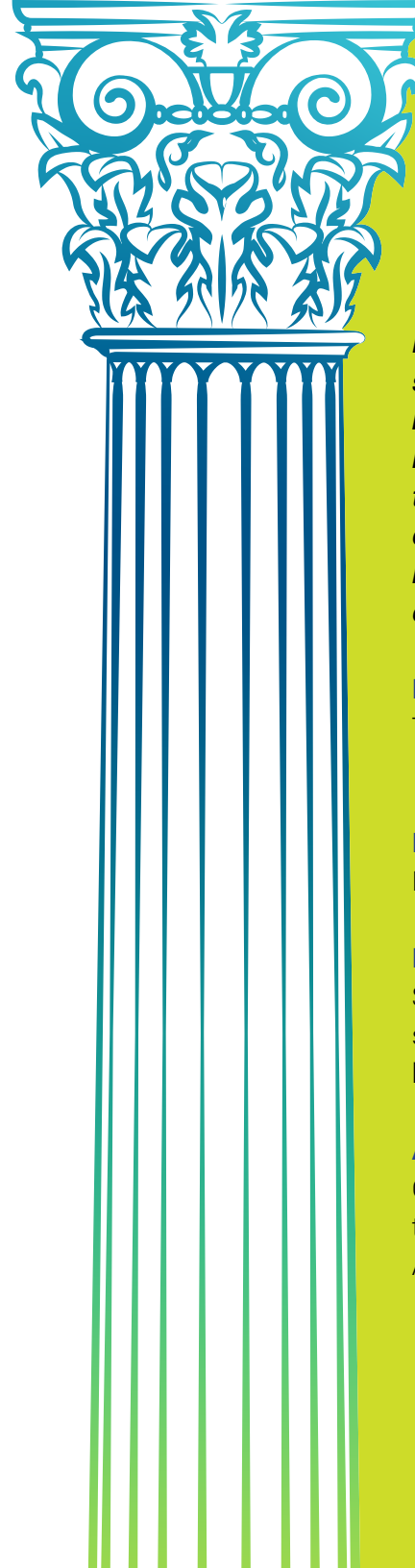
The Federal health workforce has strengthened its resilience by actively supporting mental and physical wellness for all employees and beneficiaries.

IT AND CYBER

Significant initiatives within IT have resulted in secure patient portals, electronic health records, data repositories, and adherence to government cybersecurity best practices, controls, and standards.

CONTINUAL PROCESS IMPROVEMENT

There's a push for rapid, phased realignment within federal health, so organizations have embraced continual process improvement to reduce costs, boost efficiency, eliminate redundancies, and improve the delivery of healthcare services.



DTS provides professional services for federal healthcare missions. We lead through innovation, using technology to transform challenges into opportunities and continually looking for better, more efficient processes.

Expertise:

Top subject matter professionals

Professional services:

Management and consulting

Experience:

Successful programs of service at federal and military health organizations

Availability:

Choose to work with DTS through our 8(a) Strategic Alliance Directorate

Feeling the pinch?

Federal organizations share some common challenges. Prioritize efficiency and use these strategies as workarounds.

COORDINATING EFFORTS:

“Reorganization requires some adjustment.”

Strategies: Intra-agency communication can keep others informed about priorities and projects to strengthen collaboration. Use training and mentoring to help employees reframe their contributions and develop the skills they need on the job. Consider bringing in SMEs for a fresh perspective and improving processes.

RESILIENCE:

“We need to shift from reacting to planning and being proactive.”

Strategies: Data modeling and predictive analytics can provide future insights so you can plan for needed resources and people. Ask frontline or stakeholder-facing employees to identify service challenges and suggest solutions – then prioritize them for process improvement.

CASE

Department of Veterans Affairs, Office of Accountability and Whistleblower Protection (OAWP)

CHALLENGE:

OAWP needed to provide stakeholders with up-to-date and accurate information about their process. The transformation involved business processes, data analytics, training, and strategic communications.

RESULTS:

- ✓ Higher efficiency and more effective case management
- ✓ Improved communications and increased readiness of VA employees
- ✓ Increased process consistency, building trust, and commitment among stakeholders



STUDY

Can You Relate?

WORKFORCE:

“Operationally, we need to do more, with less.”

Strategies: Automation and process redesign offers a solution to long-term staffing shortages and operational issues, while advanced network security solutions provide flexible access and online tools to enhance remote and hybrid work.

DIGITAL TRANSFORMATION:

“We’re working on it but we’re not there yet.”

Strategies: With so many in the federal sector working toward similar goals, whether for cybersecurity or data management or automating tasks, it’s important to use benchmarking (measuring your products, services, and processes against best practices or successful divisions) and consider coordinated or multi-team initiatives.

CASE

Defense Health Agency, Administration and Management Directorate

CHALLENGE:

Document management for Military Treatment Facilities (MTFs) increased the workload but not the workforce. Projects involved using continual process improvement, data analytics, and dashboard development to drive efficiency and compliance.

RESULTS:

- ✓ Slashed manual effort of publications reporting by 50%
- ✓ Increase of correspondence taskings by over 150%
- ✓ Reduced average monthly correspondence overdue tasking actions by 5%



Future Watch

The field of healthcare is changing and the pandemic only helped to accelerate the pace. What will the future hold? In both the private and public sectors, expect an emphasis on using information and data to make healthcare business decisions and a sharpened focus on relationships between organizations and their employees, stakeholders, and patients or beneficiaries.

1 UX

The “user” or patient experience takes center stage as organizations look for new ways to accelerate service, reduce hassles, and provide greater access to information and care. Expect to see innovative new ways to reduce costs, personalize care, or add value to visits and patient interactions.

2 EX

In an effort to retain and attract top talent and knowledge, organizations will get very intentional about enhancing the employee experience. Look for policies and technology tools that make daily work tasks more efficient, allowing more time for patient care.

3 R&D

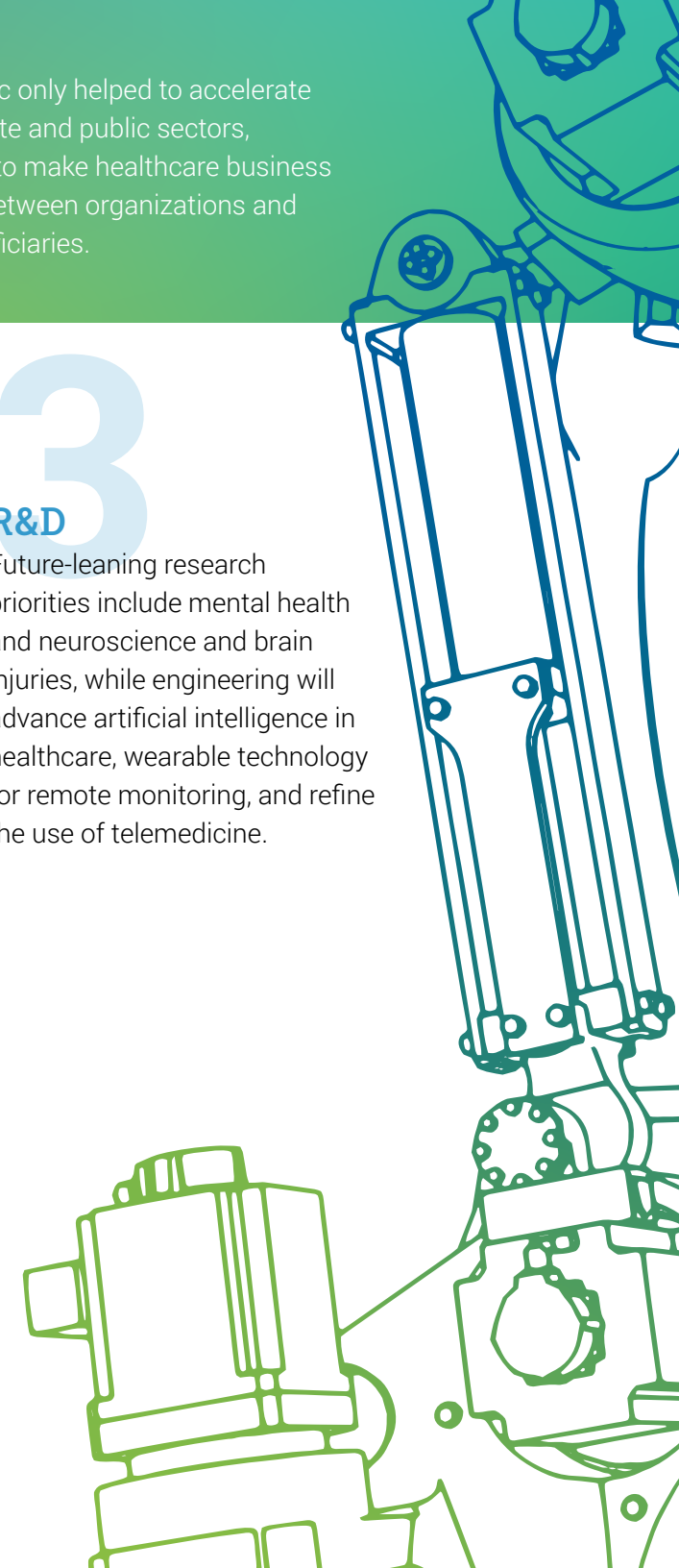
Future-leaning research priorities include mental health and neuroscience and brain injuries, while engineering will advance artificial intelligence in healthcare, wearable technology for remote monitoring, and refine the use of telemedicine.

4 RIGHT-SIZING

Organizations will adjust their size and scope to better address patient needs and volume while actively working to reduce risk through modernization and efficiency improvements. Federal healthcare will look to coordinate or extend services with private care communities.

5 THE GREAT UNKNOWN

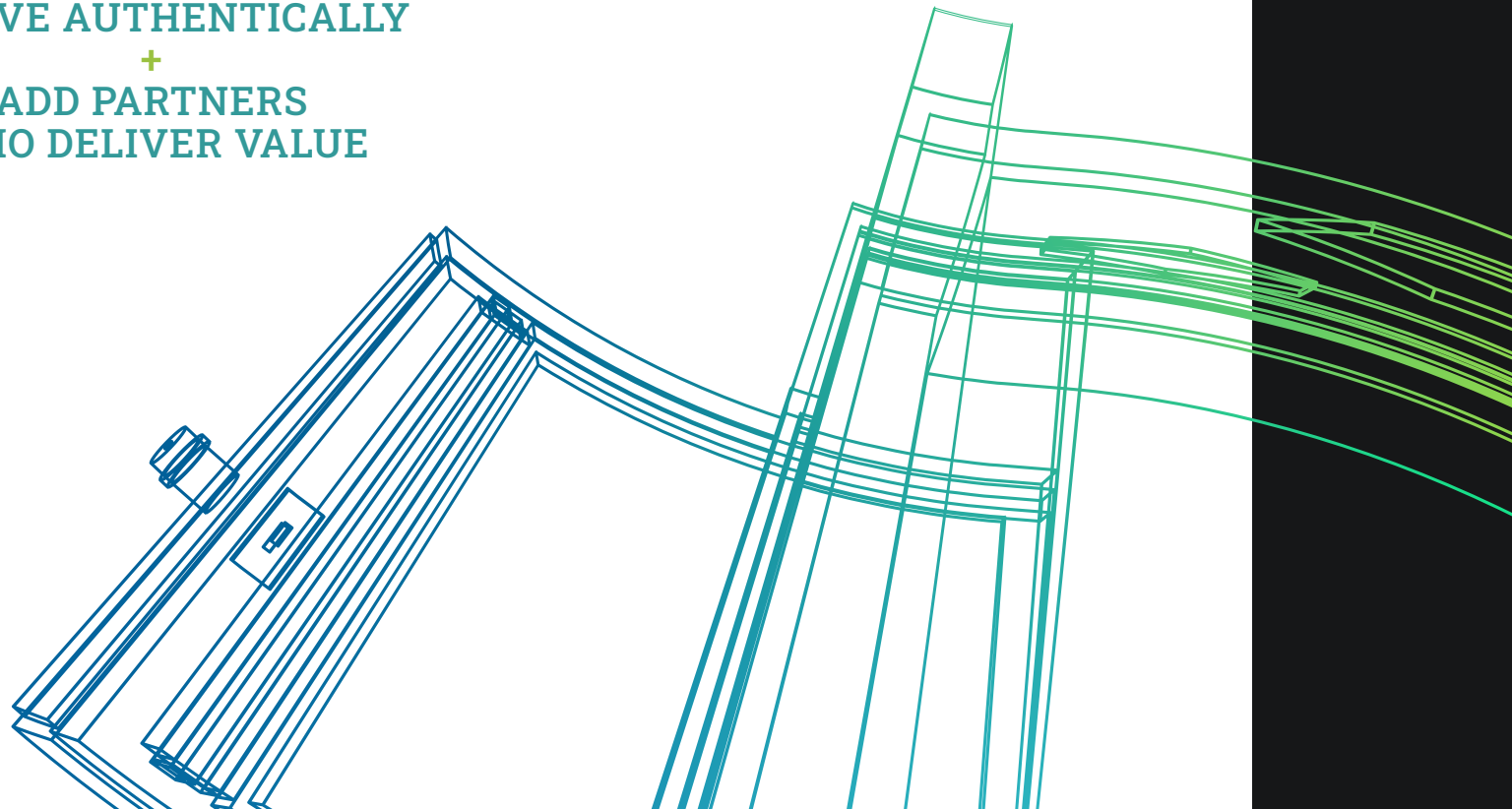
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The strength of a structure is in its foundation

Modernization initiatives will push federal healthcare organizations to build in new ways, but it's critical to base that growth on a solid foundation. We've proposed a formula that leverages the "pillars" of strength within our sector and implements evolutionary change in ways that are culturally a good fit for each organization. There's a third element needed to achieve transformation: a partner to plan, manage, and implement the technology changes necessary to carry organizations into the future.

FOCUS ON STRENGTHS
+
EVOLVE AUTHENTICALLY
+
**ADD PARTNERS
WHO DELIVER VALUE**



DTS: Changing business. Delivering results.

DTS is a Service-Disabled Veteran Owned Small Business, founded in 2011, delivering cyber, consulting, and management services – for exceptional results.

Headquartered in Arlington, Virginia, DTS employs talented individuals with a passion for excellence and surrounds them with the resources they need to excel. For more than a decade, we have helped public sector and commercial clients respond to changing environments and daunting challenges by clarifying pathways, applying expertise, and managing implementation.



Learn more about DTS expertise and our innovative 8(a) Strategic Alliance Directorate for federal healthcare contracts. Schedule a no-obligation discovery meeting through sales@consultDTS.com or **(571) 403-1841**.

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