

# Black Book™ Market Research



## Healthcare Industry Information Technology

### Advisors & Consultants

INDIVIDUAL KEY PERFORMANCE

Healthcare Provider Consultants & Advisors

**Q1. Level of Advisory expertise on subject matter: peer group healthcare industry recommendations and positioning as subject matter thought leader in the industry; firm and consultants are recognized as experts in the subject matter initiative as demonstrated by successful outcomes and initiatives.**

Healthcare Provider Consultants & Advisors

**Q2. Innovation: Measured by Client Outcomes and Improvements**

Healthcare Provider Consultants & Advisors

**Q3. Training: Imparted client capability enhancements to client on vendor from consultant expertise and training initiatives**

Healthcare Provider Consultants & Advisors

**Q4. Advisor Domain of provider and relevant payer operations (Clinical and Financial), and healthcare IT body of Knowledge**

Healthcare Provider Consultants & Advisors

**Q5. Advisor’s Industry-specific qualifications as demonstrated by past and current healthcare provider client list and engagement successes**

Healthcare Provider Consultants & Advisors

**Q6. Spectrum of healthcare category specific functions with immediate impact on evolving issues (ICD-10, Patient Engagement, Accountable Care, etc.)**

Healthcare Provider Consultants & Advisors

**Q7. Expertise with Financial Team Governance and organizational structure/human resource deployment**

Healthcare Provider Consultants & Advisors

**Q8. Strategic Customizations, Delivery of Specialized Engagements unique to client needs; expanded Delivery options**

Healthcare Provider Consultants & Advisors

**Q9. Vendor Agnostic identification and selection processes, High Values and Integrity, Objectivity in advisement**

Healthcare Provider Consultants & Advisors

**Q10. Innovations in Consultative Approaches as demonstrated through technological interoperability between client systems, interfaces/integrations and innovative deliverables tailored specifically to each client.**

Healthcare Provider Consultants & Advisors

**Q11. Scalability, Flexibility in Pricing and Ability to place/retain stable consultant talent for the length of the engagement**

Healthcare Provider Consultants & Advisors

**Q12. Breadth of Firm and Staff experience evidenced by on-site advisement at time or source of client issue/situation**

Healthcare Provider Consultants & Advisors

**Q13. Marginal Value Adds**

Healthcare Provider Consultants & Advisors

**Q14. Relationship, Client Account Management Program, Client Care and Responsiveness**

Healthcare Provider Consultants & Advisors

**Q15. Accountability, Trust, Reliability and Confidentiality**

Healthcare Provider Consultants & Advisors

**Q16. Consultant Firm Viability and Senior Management Stability**

Healthcare Provider Consultants & Advisors

**Q17. Return on Investment, True Engagement Deliverables, Quality of Recommendations**

Healthcare Provider Consultants & Advisors

**Q18. Speed and Efficiency of Consultant Engagement processes, Timeliness of Milestones and Recommendations**

Healthcare Provider Consultants & Advisors

**Q19. Best-of-Breed technology and process improvement tools employed by Consultants in process of client advisement**

Healthcare Provider Consultants & Advisors

**Q20. Firm Accuracy in Marketing the Firm's consulting services & appropriately conducted Sales Processes.**