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Corporation INTEGRATED DEVELOPMENT SOLUTIONS

*Program/Project Management Services
for
Real Estate Development*

²M Corporation
Operational/Patient Readiness Platform



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New York State Certified
Service-Disabled Veteran-Owned Business

Certified SDVOB #181720



Certified MBE #64996



Certified MBE



Registered MBE | SBE #4493

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Operational Readiness

Operational Readiness is a set of processes and tools utilized to align the delivery of services with the needs of the client/patients. **“Patient Ready”** service. The primary objective of Service Management is to offer service-aligned processes that ensure efficient and uninterrupted service operations. This requires “Intelligent” Design/Development/Construction, a reliable and well-documented, evidence-based service line environment, efficient operational/process models, strict compliance with governance processes, as well as adequate skills and capabilities.

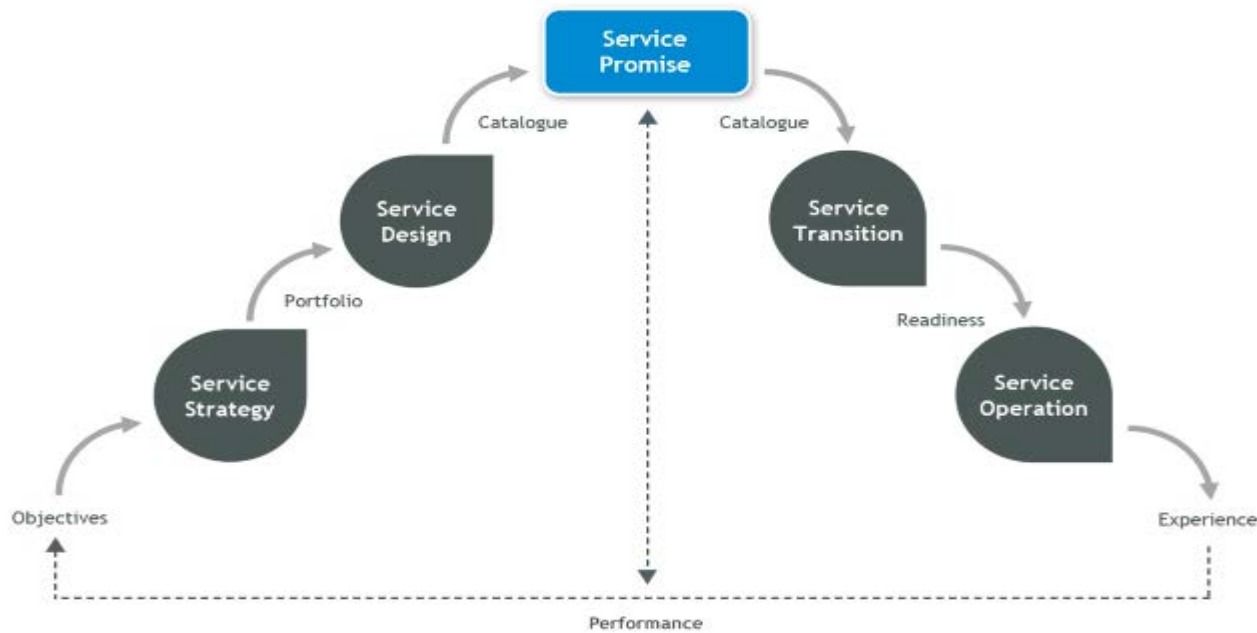
- Operations Management consists of the following key functions:
 - Familiarity with design and construction objectives,
 - Understanding Service Line Operations and Management,
 - Incorporating Patient Information Management,
 - Understanding Patient Treatment Service Flow Design & Development (Layout),
 - Service Integration with Patient Ancillary & Accordant Services,
 - Continuum of Care,
 - Service Quality,
 - Patient Self-Service and Automation Opportunities for Optimum Patient Participation
 - Telemedicine/Telehealth Integration,
 - Real-time communication impacts with adjusted protocol integration/resolutions,
 - Multi-cultural patient base impacts.



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Service Line Development Management Roles & Competence Requirements



Service Line Development Management consists of two main elements: service development and service operations (see the picture above).

The person(s) responsible for Service Line Development Management should have adequate technical knowledge combined with good communication skills, business understanding, and a genuinely service-oriented mindset.



Why ²M Corporation ?

- Understands operational challenges to be mitigated by development/construction processes,
- Unique understanding of Design, Development, Construction and Validation to achieve optimum operational outcomes for patient experience benefits,
- Management of all key development deployments internally,
- Partnership approach from system/facility leadership to end user outcomes,
- Assure alignment of Service Line objectives with the overall Business Plan and keep all stakeholders up to speed on the monitoring of meeting those objectives,
- “Open Process” approach to achieve transition from capital improvement to a “Patient Ready” environment,
- Utilization of Checklist matrix to monitor checking all relevant boxes to achieve “Patient Ready” status for Service Line rollout.

“Michael brings all the tools to accomplish a development project from start to finish. His work on our Reading Hospital project provided critical real estate and strategic assessments to guide ambulatory and Medical Office Building decisions. Michael’s experience and approach delivered results and I’d highly recommend him as a development leader.”

***Rex Holloway, Regional Vice President
Hammes Company – Washington D.C.***



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Historical Client Relationships

- Government Relationships
 - Department of Homeland Security
 - Dormitory Authority State of New York (DASNY)
- Financial Institution Relationships
 - Wells Fargo Bank N.A.
 - Dime Bank
 - GS Bank (Marcus)
- Healthcare Relationships
 - Tower Health (Reading, PV)
 - Vail Health (Vail, CO)
 - Howard University Hospital (Washington DC)
- Academia Relationships
 - Hebrew Academy of Nassau County (HANC)
 - Bronx Community College



“Michael and I worked together in California on numerous complex healthcare projects in a highly regulated environment. He was able to manage all aspects of these projects and ensured that they were successful for us and our clients.”

Craig Beam, President – Petra Integrated Construction Strategies – La Palma, California

Notes