



Designing Success Together

Designing, Solving, and Sourcing for People, Process, Policy, and Technology

About Us

Innovative Healthcare Informatics, LLC (IHI) is an SBA-certified, woman-owned small business (WOSB) consulting firm. Established in 2018, we specialize in assisting organizations to strategize, innovate, and optimize so they can perform at the highest level for the populations they serve, including both internal stakeholders and external customers.

Why Choose Us?

- ✓ Expert, certified, consulting professionals
- ✓ Flexible, customized approach based on customer needs
- ✓ Comprehensive/integrated people-centric approach from project initiation through sustainment
- ✓ Data-driven insights, design, planning & execution



Business Innovation & Strategy

IHI partners with leaders to clarify vision, priorities, and measurable outcomes. We help you design and develop winning strategies that drive sustainable growth and success.



Operational Excellence

We help to identify bottlenecks, waste, misalignment, inefficiencies, and opportunities for improvement. We help you redesign and implement streamlined processes for efficiency, reduce costs, and enhance performance.



Customer Experience Optimization

We help you understand your customer journeys end to end. We work with organizations to co-create improved experiences that increase satisfaction, adoption, loyalty, and trust across every touchpoint.



Product and Service Design

IHI uses human-centered design to turn complex challenges into clear, testable concepts. We guide your teams from early ideas through prototypes to launch products and solutions people can use and love.



Project Leadership

Our consultants provide disciplined program and project leadership that keeps work aligned with your strategic goals. We ensure clear requirements, strong governance, and on-time delivery so complex initiatives succeed.



Change Management & Training

IHI builds the skills and mindset your workforce needs to navigate and sustain change, and continuously improve. We deliver practical, engaging training experiences that equip and empower teams.



Contact Us!

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OUR CORE METHODOLOGIES

PROJECT MANAGEMENT

Lead Projects That Succeed:

- Project management that maintains scope, time, and cost from initiation to closeout.
- Structured governance to reduce risk and increase stakeholder confidence.

01.

HUMAN CENTERED DESIGN/DESIGN THINKING

Design To Delight & Scale:

- Human-centered solutions co-created with the people who use them.
- Design Strategies, Services, and Products; de-risk innovation and speed adoption.

02.

BUSINESS PROCESS OPTIMIZATION

Optimize Processes That Align:

- Streamlined workflows that align people, process, policy, and technology.
- Data-driven improvements that reduce waste, and improve performance, the top and bottom line.

03.

ORGANIZATIONAL CHANGE MANAGEMENT

Drive Change That Is Sustained:

- Industry best practice change management that prepares, equips, and supports your teams.
- Adoption strategies that turn new ways of working into lasting results.

04.

