



Capability Statement

Innovative Healthcare Informatics, LLC (IHI) is a SBA certified Woman-owned small business (WOSB) consulting company that specializes in Human Centered Design, Digital Modernization and Transformation, Business Innovation Strategy, Technology and Business Process Analysis/Re-engineering and Support, Organizational Change Management, Program/Project Management and Training. At IHI we strive to always put people at the center of solutions. IHI's highly skilled and experienced team of consultants serve our customers in innovating, optimizing, modernizing, transform their organizations, and succeeding through comprehensive approaches. We help our customers to better achieve their goals and mission. We accept the charge to help create better organizations, products, technology and services, and to provide better experiences for people.

Core Capabilities

Human Centered Design (HCD)/ Design Thinking (DT)

- ✓ Lead Human Centered Design Projects and Research-Customer experience (CX), Product and Service Design-Planning, Discovery, Ideation, Prototyping, Testing, Incorporation with SAFe Agile,
- ✓ Lead Design Workshops and Training
- ✓ UI/UX, Systems Design, System Requirements Discovery and Elaboration, User and Customer Engagement,
- ✓ Strategy Design for Organizations and Businesses

Organizational Change Management (OCM)

- ✓ Design, Lead, and Support Organizational Change Management Programs and Initiatives

Business Process Optimization (BPR)

- ✓ Organizational Business Process Analysis, Improvement, Re-engineering, and Adoption Support

Organizational Operational Excellence

- ✓ Optimization of Operations Through Analysis and Refinement of SOPs, Organizational Structure, Processes, Technology and More

Program, Product, and Project Management

- ✓ Lead Large and small Programs and Projects
- ✓ Experts in Agile SAFe methodologies

Clinical Informatics

- ✓ Clinical Informatics Subject Matter Expertise- Healthcare Technology Projects and Programs

Organizational Training

- ✓ Develop, Lead, and Conduct Organizational Training



Differentiators

✓ **Our People and Expertise**

We pride ourselves on the quality of our team. Our consultants are highly skilled, certified, experienced, collaborative, and team and customer focused. We serve our customers with the goal of exceeding expectations.

✓ **Our Comprehensive Approach**

IHI's comprehensive approach utilizes multiple best practice methodologies in HCD, OCM, BPR, Clinical Informatics Agile, and product and project management, ensuring successful projects, innovation, people centric solutions, effective organizational change management, and aligned processes and teams.

✓ **Our Client Relationship Management**

Our customers' experience is of the utmost importance, we build and sustain strong relationships with our clients.

✓ **Our Adaptability and Flexibility**

Our best practice frameworks and methodologies can successfully be implemented in virtually any public or private sector environment.

NAICS Codes

- 541511 – Custom Computer Programming Services
- 541512 – Computer Systems Design Services
- 541513 – Computer Facilities Management Services
- 541519 – Other Computer Related Services
- 541611 – Administrative General Management Consulting Services
- 541618 – Other Management Consulting Services
- 541715 – Human Factors Research and Dev. (03)
- 611430 – Professional and Management Dev. Training

Past Performance

- ✓ **U.S. Department of Veteran's Affairs - Supply Chain Modernization (SCM)**
Subcontract through Cognosante/ Accenture Federal Services (AFS), Provided consulting services and subject matter expertise for Human Centered Design, Product Management, Organizational Change Management & Business Process Re-engineering
- ✓ **Cognosante, LLC- HCD support**
- ✓ **Tek Systems-** Technology Solution Design, Clinical Informatics, EHR Implementation, Business Process Re-engineering, Project Management, & Training
- ✓ **Zoomland-** Human Centered Design business strategy design and development, market research, organizational change management
- ✓ **HcTec-** EHR Design, Build, Implementation, & Training

Company Information

CAGE Code: 7BAP2
Unique Entity Identifier: CQE2PSKNWSJ4
D-U-N-S Number: 117028762



We Help Our Customers To..



Innovate



Optimize



Succeed