



Reasons to Select a Smaller Firm: Knowledge, Expertise and Personal Service

A growing number of health care system executives that need help with information technology projects are relying on smaller consulting companies for their knowledge, expertise, and perhaps most important, personal service.

For example, Terry D. Shaw, CFO and senior vice president at Adventist Health Systems, Winter Park, Fl., has turned to The Quammen Group, Winter Park, Fl., numerous times during the past seven years for help with IT projects at 38 hospitals and other facilities.

"The depth of experience available is always more than enough to meet our needs. They have many experienced people on staff and are able to call on a network of top-notch experts," he says.

Adventist has relied on the skills and expertise of The Quammen Group for a plethora of projects including: strategic planning, system selection, vendor contract negotiation, enterprise resource planning project management, clinical systems project management, resource referral, interim staff augmentation, consultant placement in clinical projects, and application outsourcing.

The Advantages

Quammen's consulting services come with a number of distinct advantages that might be harder to find in a larger firm, Shaw says. Those include:

- **CEO Involvement:** CEO Rebecca Quammen routinely participates in senior corporate management meetings, offering her personal advice and expertise on various information technology projects. "You really can't get that level of knowledge when working with less senior consultants from larger firms," Shaw says.
- **No Bureaucracy:** Shaw also finds that it is easier to get work done with a smaller consulting firm, because he doesn't have to get caught up in bureaucratic red tape.
- **High Level of Industry Knowledge:** Quammen Group consultants have

"their ears to the ground," Shaw says. The firm's specialists offer a high level of strategic advice about emerging technologies and industry trends.

A Good Fit

The 14-hospital East Texas Medical Center Regional Healthcare System in Tyler, Tx., turned to The Quammen Group for help with implementation of an electronic medical records system. "We had very specific outcomes and deadlines that we wanted to meet, and The Quammen Group was willing to work within these established parameters," says Paula Anthony, vice president at ETMC. "The Quammen Group really fit into our culture. They take a no-nonsense approach and stay very focused."

The small consulting firm brought the right blend of skills to the table, Anthony says. These include:

- **Effective Communication:** "Quammen Group consultants were able to communicate effectively with the clinical and administrative sides. They talk both languages very well."
- **Technology Expertise:** "They have a really strong grasp of technology. Quammen brings a level of technical sophistication and specific EMR design and implementation expertise that simply makes things happen."
- **Education Skills:** "Quammen was very interested in teaching and pushing the knowledge to us. They were very focused on empowering us to build the expertise that we need to keep the project rolling."

The Quammen Group has worked with many other organizations of various sizes, providing a full array of services, including: business planning and management; information systems design and deployment; and outsourced information technology support.

For more information, call 407-539-2015 or visit www.quammengroup.com.

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