



As an internationally-recognized IT and business solutions expert, COMSYS, a Manpower company, harnesses the power of its nearly 8,000 employees and consultants across 75 offices in the U.S., Puerto Rico, Canada and the U.K. to help organizations advance their business and cost-containment objectives through technology. We develop sustainable relationships based on trust, responsiveness and accountability. While we continue to expand the infrastructure and resources available to clients, we also remain nimble in our approach to customer service and in the management of our relationships. At COMSYS, we pride ourselves on “delivering big” and “acting small.”

COMSYS Healthcare Practice (CHP)

COMSYS Healthcare Practice (CHP) is a premium healthcare consultancy providing high quality, cost effective solutions for Payers, Providers and Pharmaceutical companies. We provide practical business responses to the rapid reforms and changes occurring in the U.S. healthcare industry. We bring specialized expertise in:

- Business intelligence
- Content management
- Application development
- Content infrastructure
- SAS analytics

In addition to our robust technological solutions, CHP offers an industry-leading answer to HIPAA 5010 and ICD-10, software solution selection assistance, clinical workflow review and redesign, and a suite of best practices designed to streamline and improve performance.

The CHP Approach

CHP's extensive history serving healthcare clients has helped us develop a strong understanding of vision, best practices, cultural environments and technological requirements. Plus, with an assigned national account focus and dedicated local teams, CHP has become known for quickly understanding and delivering on client needs, including accommodating the multiple divisions and geographies of many of our clients.

We offer a flexible approach to managing large initiatives that require multiple resources. Services range from complete project management to project sharing, even temporary staffing services. This spectrum enables CHP to provide the right resources and options for your challenges.

CHP Services

COMSYS Healthcare Practice focuses on three specific sectors within the healthcare industry: Payer, Provider and Pharmaceutical, providing IT expertise on critical issues.

Industry

- Federal Regulations and Mandates
- Compliance (5010, Privacy, Security)
 - ICD-10 Migration
- Electronic Medical Records (EMR) and Electronic Health Records (EHR)
 - Legacy System Integration and Modernization
 - Best Practice PMO and Program Management
 - QA Testing Methodology
 - Business Process Re-Engineering

Payer

- Systems Integration
- Claims Process Improvements
 - EDW and BI
- Data Analytics

Provider

- Clinical Work Flow
- Process Improvements
- Pay for Performance (P4P)
 - Physician Practice Management
 - Reimbursement
 - Informatics

Pharmaceutical

- CRM
- EDW, BI and Data Analytics
- Clinical Data Management
 - Clinical Trial Support
 - CDISC Compliance

HIPPA 5010 Upgrade

COMSYS has a dedicated team of Subject Matter Experts (SMEs) focused on educating clients and providing thorough assessment, planning and implementation services for a complete 5010 solution. Our SMEs have reviewed each 5010-related transaction and outlined 1,400 physical transactions and fields, as well as the many secondary changes (definitions, spelling etc.) impacted by each of the transaction types.

CHP's 5010 solutions can include any or all of the following:

- Executive and IT education
- Scope definition to ascertain how 5010 changes will impact the rest of the organization and its systems
- Provider contract compliance reviews
- Project planning
- Upgrade services
- Integration with existing applications and systems
- Infrastructure updates or enhancements
- Update and reissue of companion guides
- Testing
- Technical and business documentation
- HIPAA recertification



ICD-10 Migration

CHP's ICD-10 Subject Matter Experts (SMEs), combined with the COMSYS Healthcare Automated Migration Process (CHAMP) tool, collapse ICD-10 migration time by automating much of the time-consuming activities associated with coding mapping and integration.

CHAMP allows organizations to:

- Recognize and diagnose procedures within ICD-9 as they would appear in ICD-10
- Relate diagnosis procedures in ICD-9 and automate results to ICD-10
- Assign a default for one-to-many relationships in ICD-9 or ICD-10
- Define medical services if you are a Provider
- Define/identify plans if you are a Payer
- Extract data that will simplify and streamline edits related to diagnosis and procedure codes

CHAMP is built around a general equivalency mapping (GEM) model that maps diagnosis to diagnosis and procedure to procedure. COMSYS extracts the mapping information from each organization, reviews and analyzes the information posted, and then refines it to best reflect each organization's utilization of the codes. This strengthens accuracy and builds in key time savings.

CHP can also help drive associated training and change management processes as migration can only be considered complete when the changes are propagated throughout the entire organization.

Healthcare Informatics and Analytics

With expertise in clinical data management, biostatistics and custom application development, as well as business intelligence processes/analyses, COMSYS can help your organization to more effectively capture and apply data. We have assisted clients in SAS upgrades and program customization; data mapping to standardize legacy clinical trial data; even specialized applications that analyze outcomes on global epidemiological studies.

CHP's Informatics experience includes:

- 14 years of experience developing large data warehouse, business intelligence and analysis for large companies across industries
- Experience with all major technologies within the space
- Specific informatics/analysis and BI experience in healthcare for payers, pharmaceuticals, retailers, etc.

CHP's Analytics experience includes:

- 28 years of health and life science experience
- Custom application development services (pharmaceutical, biotech, medical device)
- Project team experts that include biostatisticians, application developers, clinical programmers, medical writers, program managers



Electronic Medical Records (EMR)/Electronic Health Records (EHR)

Electronic Medical/Health Records have become an important part of the future of the medical profession. Appropriate implementation allows practitioners to easily compile large amounts of accurate data to improve the medical care and safety of their patients, and the efficiency and productivity of their practices. Whether it is documenting medical information or streamlining workflow to enhance productivity, CHP can help you get the most out of your implementation.

CHP services that assist in the implementation, use and customization of your EMR/EHR system are:

- Readiness assessment
- Project planning and management
- Clinical workflow analysis and re-engineering
- Integration of outside applications
- Interface management
- Report writing and code optimization

Healthcare Information Exchange (HIE)/Health Level Seven (HL7)

Healthcare Information Exchange enables the effective mobilization and use of healthcare data across an organization. COMSYS integrates disparate systems allowing for turn-key interface solutions, the transfer of data via secured networks, and medical record and clinical lab integration.

We also work with Regional Health Information Organizations to affect the real-time exchange of health information and payments as they relate to laboratory source data.

CHP effectively integrates disparate systems to produce:

- Turnkey solutions
- EMR/EHR integration
- Clinical lab interfacing and integration
- Transfer of data via secured networks
- A shared repository for provider compliance, disease management and outcomes management data

Clinical Data Management

COMSYS provides clinical solutions that reduce or contain costs and increase efficiencies in programming and analysis. Our expert consultants have experience supporting phases I – IV of drug development, and all aspects of clinical development including data management, programming, database development, validation/quality control, statistical support and report generation. COMSYS is a Gold partner with the SAS Institute and works collaboratively to develop highly customized analytical business solutions.

Using sophisticated SAS solutions and tools, our matrix of services includes:

- Data analytics and mining
- Forecasting, custom application development
- SAS installation, migration and configuration
- Analytical reporting
- Clinical data analysis and reporting
- Assessments
- Training



Pay for Performance

CHP's Pay for Performance programs equip providers with the information and tools necessary to measure the delivery of evidenced-based care and improve practice outcomes and efficiencies. Applying expertise and tools, CHP can help you measure volumes of care, re-admit rates, costs by case and more. We can also overlay information gained through peer reviews, patient reviews and self-assessments. The result is a structured performance assessment process that quantifies performance and enhances care.

Samples of results that are routinely captured are:

- Acute care hospital length of stay
- Ambulatory vs. inpatient procedures
- Infection rates
- Risk adjusted mortality
- Relative procedure rates
- Procedure volumes
- Patient safety/surgical misadventure
- Post-admit complications
- Re-admission rates

Business Process Management

As experienced, professional project leaders, COMSYS experts can work alongside your internal managers/leaders to assist them in driving mission-critical projects. We have set up numerous Program Management Offices (PMOs), providing the methodology, standards, processes and resource management skills needed to bring a collection of related projects to a successful outcome.

Customer Relationship Management (CRM)

CRM solutions tie together an organization's customer, business and financial data to transform marketing, sales and service capabilities. COMSYS can work with you to form and manage a team of functional and technical representatives from across the enterprise to implement your CRM solution. We can also help you increase benefits from your existing CRM investment by analyzing your processes, developing metrics and implementing relationship management strategies.

CHP has significant experience optimizing:

- Salesforce.com
- Siebel
- Oracle
- PeopleSoft
- Other CRM solutions

To learn more, contact us at:

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