

## Healthcare Consulting Firm Celebrates Five Successful Years of Serving Pacific Northwest Medical Clients

Neither an unsettled economy nor a declaration of war could hold back Barbara Derry and Crystal Nolan as they set out to follow their passion in March 2003. Caring for the health of healthcare organizations was paramount. The two owners, both Fellows in the American College of Medical Practice Executives, forged ahead in their mission to bring financial and operational improvement strategies to medical organizations struggling with rising costs. Though much has changed since that spring day, much remains the same. The war continues, the economy slugs along, physicians (still) face rising overhead and technologically savvy patients, and the need for Derry Nolan's professional team is as great as ever. Primary services remain focused on:

- Waste reduction – labor, inventory and inefficient workflow
- Organizational improvement – operational and financial assessments and recommendations
- Cash flow management – increasing profitability
- Interim management and executive recruitment

When clients talk to Derry Nolan, they're heard. Consultancy expansion has helped up the ante. Enhanced compliance support services include medical chart/

billing auditing, provider education through their Certified Coders, and revenue cycle analysis for both hospital and outpatient settings. For situations where clients request a physician-to-physician approach, William Fallon, M.D. provides counsel on governance, grievance or compensation issues. But they haven't stopped there.

New Ambulatory Surgical Centers (ASC) development is the latest undertaking for the group – working with physicians on feasibility, facility design, staffing models, operations and certification. Existing ASCs also benefit through financial, operational improvement and recertification services.

Electronic medical records (EMRs), once the wave of the future, are now firmly entrenched. Multiple clients have already benefited from the company's proactive deep dive into EMRs with the *Epic* systems and other EMR technology. Providers and support staff in a number of specialty clinics enjoy improved information workflow within *Epic* functionalities. Derry Nolan works closely with *Epic* analysts to facilitate optimal design and use of the *Epic* EMR capabilities. The collaboration results in greater patient satisfaction and higher physician and staff effi-

ciency. Improvements in the areas of provider and nursing clinical documentation templates, billing compliance and revenue enhancements and patient workflow design also reap rewards for the organizations.

Doing it right the first time is "business as usual" for Derry Nolan. Whether reducing inefficiencies in business processes or optimizing an industry tool, the firm repeatedly proves its value. It helps that the two principals, Barbara and Crystal, believe strongly in making a personal connection with their clients. That's why they've kept one particular service a constant from day one – the one hour complimentary evaluation meeting. Their approach and methodology, the resolution to be a different type of consultant – one who cares, has ensured their success. It's not about writing a report, citing a few industry standards and moving on. A Derry Nolan consultant sees their client through the implementation of key recommendations and supports the organization through the changes. And their clients appreciate it – just read the testimonials on their website. "*Caring for your practice, so you can care for your patients.*" It's their passion.

To learn more about Derry Nolan visit [www.derrynolan.com](http://www.derrynolan.com).