Reinventing the CIO as Executive Consultant



Sony Jacob, Chief Information Officer, SSM Health

SSM Health

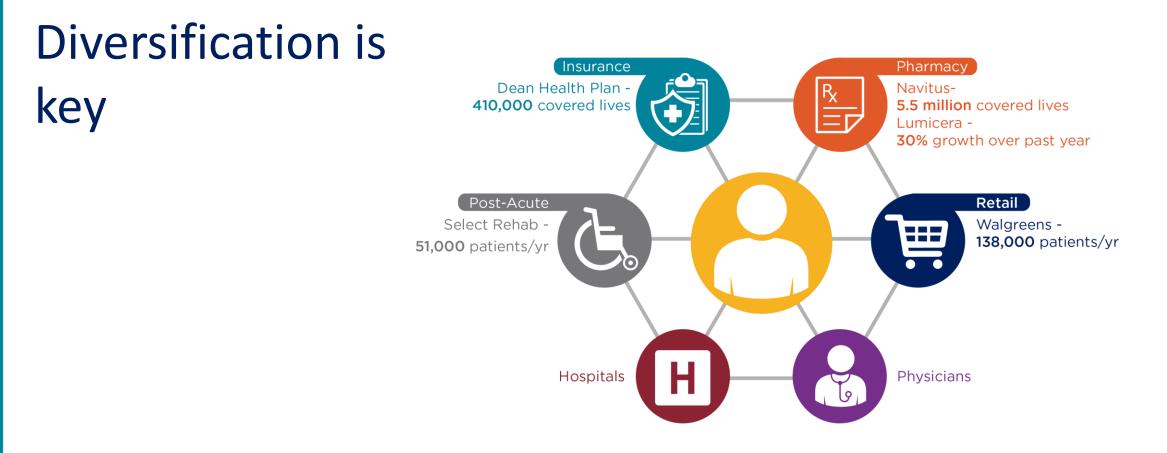
Our Mission: Through our exceptional health care services, we reveal the healing presence of God.



Diversification is key

48% \$7.5 billion Total revenue (present) Inpatient revenue (2009) 26% Inpatient revenue \$2.9 billion (present) Total revenue (2009)





SSMHealth.

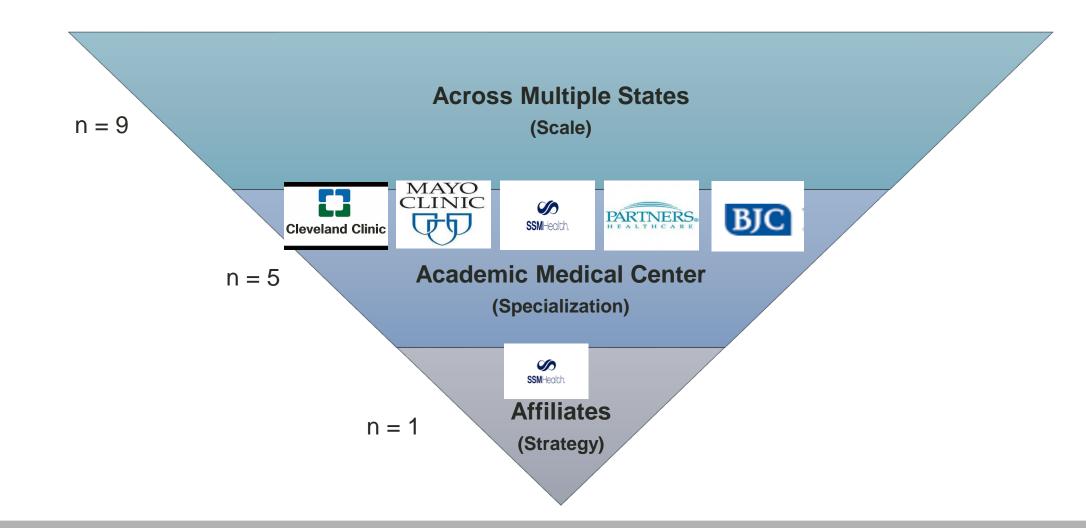
• There is no secret sauce...

success is collaboration

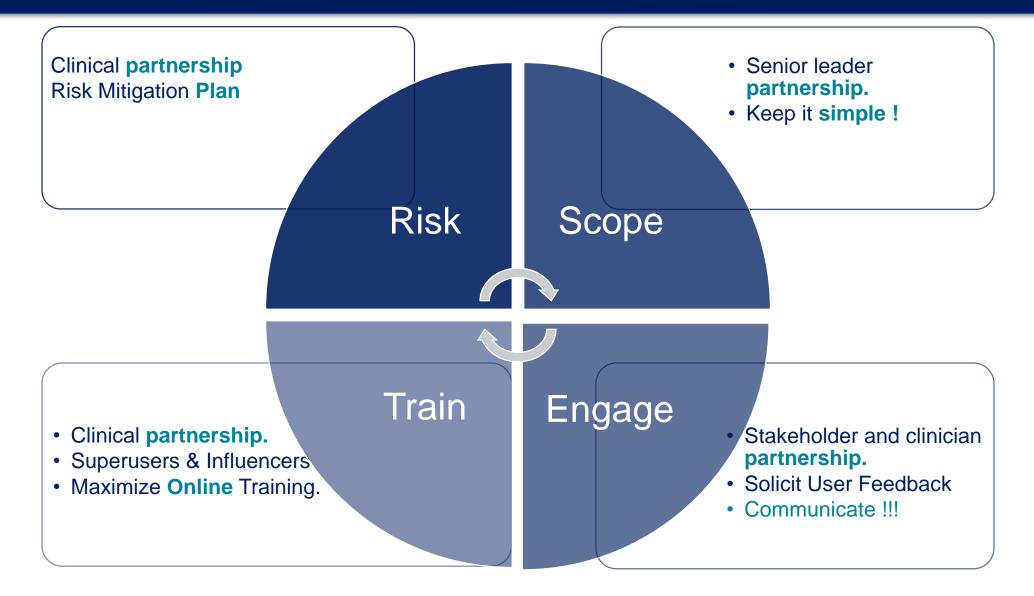


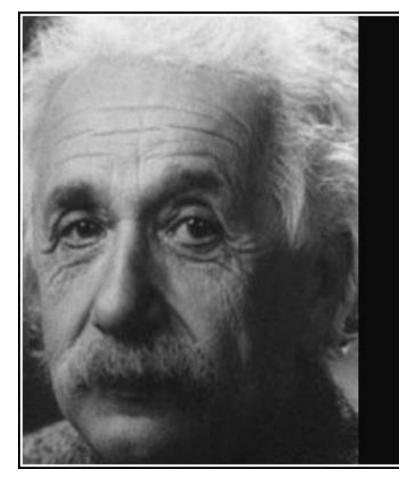
Leveraging our assets... Clinical Integration

Top 10% of the 320 Epic Customers who've implemented Inpatient, Ambulatory& Revenue Cycle



Upgrade Strategy





If I had only one hour to save the world, I would spend fifty-five minutes defining the problem, and only five minutes finding the solution.

— Albert Einstein —

AZQUOTES

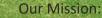
Consultancy introduces "The practice of ideation to understand the problem"

- A structured methodology to define the problem?
- Understand why it hasn't it been solved before ?
- Agree on why it can be solved now ?

Ideation methodology

- A structured process of dissecting a business problem to clearly determine the **immediate and long term** needs of the organization.
- Consciously segment the problem by stakeholders and business needs, consciously peel back
 perception issues around identified problem statement and understand the contributing factors of
 these perceptions.
- Using a set of specific questions to determine the **timeliness, cultural limitations and change climate** within the organization that will influence the feasibility of proposed solutions.
- Determine if opportunities should be **postponed**, based on financial and change climate of the organization, or if these same opportunities should be **accelerated**.
- Bring to bear key priorities for the **CEO and C-suite** and determine how they influence both the definition and prioritization of the opportunities identified.

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