

CENTER OF EXCELLENCE PROGRAM

Do you need to establish the criteria for which your organization and its members want to be evaluated? Perhaps you have already established these criteria. Either way, Pragmate has a solution for you. The success of your organization depends on your ability to satisfy the needs of your customers. The consistency of the message and delivery is an important factor in establishing and sustaining organizational growth. Quality is the key to that consistency. This is especially important in an organization like healthcare where superior healthcare depends on the overall ability of an organization to function in compliance with stated protocols or standard operating procedures. Even if your organization does not function in an environment like healthcare, it is likely that your team and related constituency would benefit from establishing a Center of Excellence Program to ensure not only the quality of processes but also a platform for continuous improvement.

The purpose of Pragmate’s Center of Excellence (COE) Professional Services Division is to establish a real time platform where all organizational processes are examined, measured, and improved to perfect outcomes, remove inefficiencies, limit risks, and provide transparency into organizational processes.

FEATURES

- Conduct survey of stakeholders and identify level of interest and scope of work.
- Identify team responsible for establishing and maintaining COE.
- Perform organizational structure and functional mapping review to identify processes.
- Develop standard operating procedures if not available.
- Establish valuation of processes and prioritize.
- Define goals and prepare the quality control plan for all major processes.
- Build a comprehensive definition and classification of quality metrics
- Complete metric type description with full impact and real time grade coding
- Real time comprehensive checklists and quality assurance plan design
- Define process improvement strategy and procedures associated with it. (DMAIC)
- Prepare and configure the database to manage the quality control and initiate data collection in real time.
- Establish a procedure for process improvement suggestion(s).
- Establish a procedure for periodic review and improvement of COE processes.
- Identify criteria for membership certification.

APPROACH

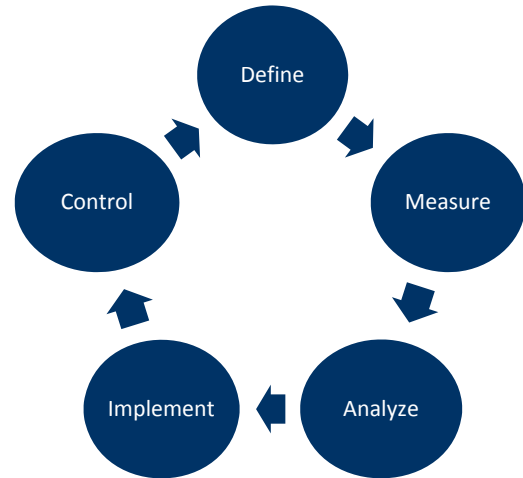
The center of excellence program creation is a process that must involve all members of the organization. Its value is only realized when the participation levels are high.

Survey	<ul style="list-style-type: none"> ▪ Establish baseline of current programs and the level of participation interest ▪ Promote the organizational awareness and promote the idea of COE
Organize	<ul style="list-style-type: none"> ▪ Establish initial charter with focus on individual areas ▪ Establish the organizational structure to administer and perform COE activities ▪ Establish communication venue for communicating the status of the COE project
Quality Plan	<ul style="list-style-type: none"> ▪ Establish quality plans for each area and have a subject expert validate them ▪ Prepare methodology and schedule for measuring the quality of information ▪ Prepare any automated interfaces with the transaction systems ▪ Communicate to all stakeholders
Operate	<ul style="list-style-type: none"> ▪ Perform the scheduled surveys and analyze the information. ▪ Analyze the information and select the best course of corrective action if needed. ▪ Develop the corrective action and add to the business process. ▪ Repeat the above.

PROCESS IMPROVEMENT

The commitment to continuous improvement means that the process improvement strategy is an integral part of the company processes. The Six Sigma technology uses the DMAIC acronym that describes this concept well.

- **Define** – definition must come before management
- **Measure** – measuring must come before analysis
- **Analyze** – analysis must come before implementation
- **Implement** – the best solution to the problem(s)
- **Control** – verify the installation



BENEFITS

The center of excellence is a focal point of all process improvement initiatives. Since the ability of the organization to respond correctly to a changing marketplace is essential to the organization’s viability, the center of excellence initiative should command the attention of management.

Organizational Integrity	Each organization represents its value in terms of what is being delivered. The Center of Excellence and its quality control backs these claims by empirical data.
Performance Consistency	Certification by establishing standards is important for individual companies as well as for trade groups and associations. Benchmarking and quality ranking of individual departments or members not only creates healthy competition but also helps identify the areas that may bring disrepute to the organization.
Focus on Quality	The quality of your product (goods or services) is a major determinant in how your company will serve its customers. Quality problems are expensive not only to correct, but are detrimental when attempting to regain lost customer confidence. Additionally, the Center of Excellence represents a true focal point for the organization to gather and manage all quality related issues in one place rather than piecemeal through the organization.
Marketing Credibility	Pragmate’s COE program demonstrates the company’s commitment to operational excellence and its ability to deliver.
Process Improvement	If the majority of your management time is spent resolving problems rather than developing new business, then your processes needs optimization.
Company Capability	The presence of a Center of Excellence Program is an indication that a high level of organizational capability exists within a company that has a strong desire to deliver on its commitments. It reflects a measure of management commitment to quality.
Transparency	On-line and in real time quality information provides immediate and comprehensive insight into operational objectives. This is particularly critical in organizations that represent the public interest. Readily available quality data helps to improve organizational credibility.

WHY CENTER OF EXCELLENCE?

Instituting a Center of Excellence Program may appear, at first, to be an abstract concept. Many organizations begin the exploration by asking one question, “Why should we have one?” If your operation is optimized and you are confident that no improvement is necessary or even possible, then you are among the fortunate and likely do not require the need for a Center of Excellence Program. This is a doubtful scenario since even the best Center of Excellence Program is dynamic in design and requires an intense examination on a relatively consistent basis.

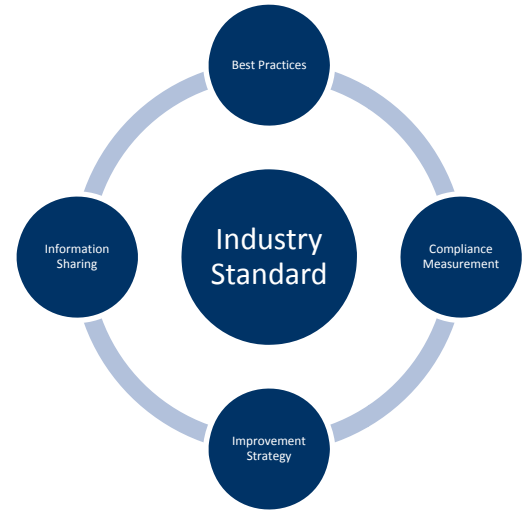
Industry Standard is a concept that applies to all industries. The goal of all organizations striving for excellence is to meet and exceed the industry standard. Depending on your industry, your organization may be ideally suited to set the industry standard as part of the Center of Excellence Program you put in place.

Best Practices represent the optimization of activities required to carry on the industry mission.

Compliance Measurement is an essential part of managing any process. In order to manage anything, you have to measure it.

Improvement Strategy is a requirement for any industry that changes over time.

Information Sharing is critical in any organization that employs more than one person.



Manufacturing industries have implemented Center of Excellence programs to ensure long term viability. The quality of processes is the single most important determinant of an organization’s success.

WHERE IS THE ROI?

The Return on Investment (ROI) question addresses monetary value of the investment made in any Center of Excellence Program. Financially, there are several components of ROI:

Improving Operation: Businesses benefit from making an organization’s operational infrastructure more efficient. Increase of profits resulting both from decreasing per-unit costs, and from an ability to increase volume with no additional cost. This improved operational efficiency will drive information sharing amongst chapters or other affiliate members thereby creating a central repository of reports and metrics that did not previously exist.

Monitoring Compliance: This provides an opportunity for the industry association to provide compliance monitoring for the membership (e.g., participating members, chapters, affiliates or associated members).

Education and Certification Dues: This provides an opportunity for the industry association to provide education via seminars or other venues. Also, there are annual certification events expected to be put in place which will likely add revenue to a nationally recognized organization.



The Center of Excellence is typically incorporated by an industry organization playing a leadership role amongst its affiliate members. The reason for this is that a COE program must represent a common goal and shared responsibility for all industry participants.

QUALIFICATION

The development of any Center of Excellence Program is not a mechanical process. It requires a comprehensive understanding of the business, the ability to communicate well with staff and an experience with similar types of business.

- **PRAGMATE** and **RAINTREE** have the combined expertise of 20+ years when it comes to enhancing quality control programs (such as ISO-9000).
- **PRAGMATE** and **RAINTREE** have the combined expertise of 20+ years when it comes to benchmarking and successfully planning operational efficiencies within healthcare, document management, industrial manufacturing and much more.

All of our projects are closely monitored to ensure the quality of delivery to the customer.

SUMMARY

PRAGMATE offers a path to establishing a comprehensive, formal, and sustainable program. We deliver not only the approach, but also the procedures as well as the training and the technology to support operational efficiency.

HIPAA AND SECURITY

The Center of Excellence Program is designed not to require any access to the patient health information (PHI). The access to the quality control system is secure, requiring user authentication by a user identification and password. The Pragmate Quality Control software uses SSL (Security Socket Layer) encryption for full access security.

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