EXPERTISE FOR WHERE YOU’RE HEADED

HEALTHCARE
CREATING A ROADMAP FOR TOMORROW

We offer a complete range of business technology services fueled by proven methodologies, process optimization and best practices. Whether your organization is feeling the pressure to boost productivity and performance or is seeking ways to reinvent your mission, we will partner with you to create a roadmap for tomorrow.

An Overview of Our Services

**ENTERPRISE RESOURCE PLANNING (ERP)**
Tribridge is gold certified in the entire Microsoft Dynamics ERP Suite, including Microsoft Dynamics AX, Microsoft Dynamics GP, Microsoft Dynamics SL and Microsoft Dynamics NAV and can help you select, fit and deploy the right solutions to streamline all aspects of your corporate operations.

**PORTALS, COLLABORATION AND BUSINESS INTELLIGENCE**
An increasing number of organizations are turning to portal solutions to help them manage mission-critical information, and you can depend on Tribridge as a partner to help you increase productivity, streamline collaboration and drive fast, informed decisions.

**CUSTOMER RELATIONSHIP MANAGEMENT (CRM)**
Whether your organization’s CRM system is best deployed in a public cloud, virtual private cloud or a traditional on-premise environment, Tribridge has the expertise to design and deploy cost-effective solutions that provide genuine performance improvements and enhanced visibility into your relationships.

**IT SECURITY & INFRASTRUCTURE**
Tribridge partners with organizations of all sizes to protect their IT assets through superior network infrastructure solutions. Tribridge also has the necessary expertise to help your organization build a cloud computing roadmap and deploy a private cloud.

**CUSTOM SOFTWARE DEVELOPMENT**
One of the greatest obstacles for organizations is trying to manage an application that lacks flexibility, is underperforming, or worse – is at risk of crashing at any given moment. Tribridge delivers time-tested methodologies, sound development expertise, quality assurance and dependable support.

**HUMAN CAPITAL MANAGEMENT**
Look to Tribridge for complete life-cycle services to support your Cornerstone OnDemand solution. Our proven services help enterprises improve system optimization and end-user adoption, achieve learning and performance objectives and focus internal resources on strategic business initiatives.
Comprehensive Solutions for Healthcare and Health and Life Sciences

The business of healthcare is one of the most dynamic and complex industries in the world. The challenges are to maintain compliance, safety and patient expectations while managing costs and meeting the growing needs of an aging population.

That’s where Tribridge comes in. As we have for countless hospitals, out-patient clinics and healthcare manufacturing organizations, we can help your company cut costs, eliminate inefficiencies, mitigate risk and build collaborative teams via combined industry best practices, integrated technology solutions and proven methodologies.

Improve Technology Solutions & Business Processes

**PROVIDERS**
Providers must develop complementary solutions that drive consumer engagement, transparency in reporting and accountability at all levels of care — all while containing costs and complying with requirements.

**PAYORS**
Healthcare payors such as insurance companies, HMOs, service contractors and claim handlers under state or federal medical assistance programs now account for approximately 80 percent of all healthcare spending. To remain competitive, payors must increase efficiency, consistency and accuracy.

**HEALTH AND LIFE SCIENCES**
Pharmaceutical, biotech and medical device manufacturers are under increasing pressure to introduce new products faster, with higher quality and lower costs. Success, then, depends on time-to-market.

Tribridge can help streamline complex business processes, while maintaining strict regulatory requirements, by consolidating legacy, disparate systems and a paper-based approach within a singular, efficient system.
Solutions Overview: Tribridge Health360

Health360 is the only consumer-centered, CRM-powered Population Health Management solution built for the Microsoft Cloud. Health 360 is modular and offers healthcare organizations, patients and health plans the ability to improve care delivery, lower costs and increase loyalty among key stakeholders that are critical to organizational success.

HEALTH360 CORE

Health360 is based on a core, person-centered data model, focused on helping patients be well and stay well. Health360 Core is built on Microsoft Dynamics CRM Online and Azure, pre-configured to meet healthcare requirements. Additional functionality and uniquely valuable content is packaged into four pre-configured modules created by Tribridge to make Health360 a complete population health management (PHM) solution.

CARE COORDINATION

Care Coordination enables proactive patient engagement and care coordination outside of care facilities, reducing the number of acute care visits, lowering healthcare costs and improving patient outcomes. Care Coordination uses data from existing hospital and clinical systems to identify care program candidates so that population managers, care coordinators, and other care team members can easily manage these patient relationships and improve care coordination. The module includes embedded chronic disease management and post-discharge clinical guidelines from Dartmouth-Hitchcock to help speed the inquiry-to-application process and ensure care teams are armed with the best and most current evidence-based practice guidelines.

USES:

- Member/Contract Management
- Care Program Management
- Chronic Disease Management
- Personalized Care Plans
- Care Collaboration
- Care Analytics
- Role-Based Workflow

Dartmouth-Hitchcock’s innovative solution, ImagineCare, paired with the technological capabilities of solutions like Tribridge Health360, are transforming the way healthcare is delivered today, improving patient outcomes, reducing costs and offering unprecedented levels of personalized care.

Ethan Berke
MD, MPH, Medical Director, Clinical Design & Innovation, Dartmouth-Hitchcock
CONSUMER EXPERIENCE
Patients are consumers first, and they routinely compare their experiences across their customer journey. Convenience, customer service and ease-of-use are just some of the drivers that determine whether a healthcare provider, like a brand, is preferred and, equally important, referred. Experience also matters for quality scores, such as HEDIS and Star Ratings, and other measures tied to reimbursement and incentives. The Consumer Experience module codifies the important steps for creating a more personalized experience, one patient at a time. With direct integration to the contact center, every touchpoint from a marketing communication to a call center episode or telehealth session (through Schmitt-Thompson Clinical Content) is personalized and relevant.

The Schmitt-Thompson telephone triage guidelines assist the telephone care provider through the data collection, triage, decision-making, disposition selection and advice giving processes. This clinical content is used by more than 400 health systems and health plans and an additional 10,000 physician practices nationwide.

USES:
→ Contact/Call Center
→ Service Personalization
→ Marketing/Campaign Management
→ Brand Enhancement
→ Social Listening and Media
→ Patient Portal/Mobile Tools Integration

www.triridgehealth360.com
Engagement is a critical part of experience and value-based care performance, and it warrants a module of its own. Today, successful healthcare providers must manage a complex array of wearable data, mobile apps and other patient-centric tools – these even include tools for approved family members and caregivers. The Consumer Engagement module provides an infrastructure that enables care coordinators to proactively manage this engagement so that each patient – as well as the entire patient population – can benefit as well as the payers and providers.

**USES:**

- Population Segmentation
- Marketing/Campaign Management
- Care Collaboration
- Patient and Family Integration
- Portals and Mobile Tools
- Service Personalization
- EMR, Cloud and Device Integration
Value-based care models are complex, and managing affiliated and non-affiliated physicians, varied contracts, risk sharing, incentives, payment bundling and other financial and operational variables is a daunting task. By managing the care network with greater efficiency, organizations can optimize their provider network with Physician Relationship Management, M&A pipeline management, onboarding, training and referral management. Utilizing embedded Provider Intelligence and Claims data from Evariant can help organizations visually analyze and segment data to create actionable plans.

With Care Network, organizations can automate many aspects of contract modeling, execution, claims pricing and payment bundling. This end-to-end network management solution allows providers and payors to maintain compliance while achieving faster returns on investment. In addition to offering robust physician tracking and credentialing, it provides a cost-effective platform for cross-departmental collaboration, advanced activity management, scheduling and automated workflows to simplify the user experience.

USES:
- M&A Pipeline/Activity
- Provider Onboarding
- Referral Management
- Physician Education
- Credentialing
- Care Collaboration
Solutions Overview: ERP Solutions for Providers and Payors

Healthcare providers have complex requirements when it comes to the management of revenue cycles, supply chain, payroll and human resources. Dependence on the skills of physicians, clinicians, nurses and other professionals to meet around-the-clock needs of patients requires streamlined administration and clear visibility across the organization.

WORKFORCE MANAGEMENT

Regardless of organizational size, payroll and human resources management requirements for healthcare providers can be extremely complex. Workforce management modules include functionality to coordinate calculation of payroll tasks automatically and in limitless combinations, even with employees who work in different departments and at different rates. Fully integrated Microsoft-based solutions from Tribridge include workflow driven tasks and employee self-service functionality designed to improve accuracy and reduce time spent on paperwork. Pre-built connectors provide secure connectivity to existing time and attendance tracking solutions as well.
FINANCIAL MANAGEMENT
Financial management for healthcare plays a key role in helping providers achieve collaborative health. Our fully integrated and highly extensible financial and business management solution provides the tools and infrastructure healthcare organizations need to transform the way they record, track and access critical business information, from financials, human resources and materials management to statistical data from EMRs.

EMR CONNECTORS
With numerous systems installed in a provider environment, it is critical that they interface with one another for optimal integration and reporting. EMR Connectors provide bi-directional Patient Accounting Interfaces between the EMR billing system and Microsoft Dynamics to share master files and revenue files, and generate patient refunds and supply usage files. EMR Connectors offer functionality for items such as inbound general journal entries representing the financial effects of patient accounting activities in the EMR system, inbound vendors associated with patient refunds, and inbound PM vouchers representing the amount to be refunded to a given vendor or patient. All available transactional data is integrated into batches within Dynamics for approval and subsequent posting.

MATERIALS MANAGEMENT
With as much as 45 percent of a hospital’s operating budget consumed by supply chain management costs, managing and minimizing those related costs are paramount. Access to the right supplies when and where they are needed is essential to safe, high-quality healthcare.

Today’s growing list of healthcare suppliers, demands for HIPAA compliance, receivables management inefficiencies and rising supply costs require a powerful information system that streamlines the entire supply chain. The Materials Management solution enables healthcare organizations to reduce costs by maintaining optimal inventory levels, reducing overstock and wastage of expiry-dated items.

The solution offers powerful automation through requisition management, efficient procurement, fulfillment processes, PAR management and purchasing cycles. Healthcare organizations not only reduce the time spent on purchasing activities, but can track, report and account for supplies across multiple locations/facilities in a centralized company database.

Direction Home Akron Canton is a long-time user of Microsoft business applications including Microsoft Dynamics ERP and Microsoft Dynamics CRM. These applications allow us to meet the complex needs of our non-profit Agency and have been important in facilitating significant growth and changes in our business model. Tribridge has consistently been a great partner in collaborating with us on enhancing our decision-support systems for our expanding products and services especially as we move to the Cloud.

Barbara Kallenbach
Chief Financial Officer, Direction Home Akron Canton Area Agency on Aging & Disabilities
ERP Solutions for Life Sciences

Most life sciences solutions are made for discrete manufacturing, when organizations really need formulas, recipes and support for densities, potencies, blends, shelf-life, compliance mandates and other characteristics of process manufacturers. Tribridge’s manufacturing-specific solutions are designed to meet the unique needs of formula-based manufacturers like pharma and biotech. Our solutions effectively manage all the manufacturing complexities inherent to the products, processes and variables in these process manufacturing industries.

Whether the challenges come from formulation (to material properties or market cost), finished goods packaging definition, cradle-to-grave serial/lot tracking, production control, quality control or compliance, our healthcare services team helps customers identify their business and manufacturing objectives and requirements, and configure their delivered solution to meet these requirements.

LAB & FORMULATION:
Dynamically adjust formulas during both product development and production to meet specified target physical or nutritional characteristics.

BATCH PRODUCTION:
Create and schedule the optimal number of batch jobs required for a product formula and its multiple packaging configurations, based on the aggregate demand for the given product.

PRODUCT COSTING:
Roll up existing and theoretical product costs, as well as fixed, tiered and scalable costs, to formulas, intermediates and finished goods during product development.

PACKAGING BOM:
Manage raw materials, costs and instructions for sub-assembly and top-level packaging separate from formulas.

QUALITY CONTROL:
From vendor inspection plans to formula and finished good QC testing, establish a comprehensive QC program that ensures the delivery of quality products to your customers.

TRACEABILITY & COMPLIANCE:
Stay compliant with industry-specific and federal regulations, in terms of labeling, lot traceability reports, transactional audit reports and shipping documentation.

INVENTORY:
Manage inventory based on quality status, units of measure, expiration date, lot number, strength, license, serial number and location to ensure the right inventory is available for manufacturing and distribution activities.

PLANNING & SCHEDULING:
Gain granular visibility to available raw material, intermediate and finished goods inventories, as well as current batch production jobs, in order to employ economies of scale when negotiating purchasing discounts and optimizing batch production schedules.

MOBILE/WAREHOUSING:
Employ handheld RF devices to execute inventory movements and adjustments within one or more facilities, including receiving, putaways, cycle counting, production, pick, pack and ship tasks.

FDA VALIDATION ASSISTANCE:
A methodical, documented checklist for the system acquisition and implementation process is provided that contains tests and procedures for the verification of the ERP process relating to Installation Qualification (IQ), Operational Qualification (OQ) and Performance Qualification (PQ).
Tribridge Delivers Expertise for Where Your Business is Headed

Tribridge is a team of problem-solvers who work to quickly remove obstacles, develop powerful solutions and achieve successful outcomes for our customers. Our 650 professionals have extensive consulting experience, deep technical knowledge and an average of 20 years of experience in their respective industries.

As a full-service partner, we manage the complete customer lifecycle, from engagement, implementation and support to programs and events designed to optimize technology investments. We are dedicated visionaries who remain at the forefront of business and technology trends to better serve our customers.

People, Processes & Technology

→ Big Five quality delivered through practical methodologies and intimate customer relationships
→ Scalability to tackle the complex challenges – flexibility to collaborate deeply with our customers
→ Dedicated customer care and managed services teams
→ Comprehensive on-premise, hosted and cloud computing services
→ A unique combination of industry expertise & technology acumen

Recognized by Microsoft
Founded in 1998, Tribridge is a technology services firm specializing in business applications and cloud solutions. The firm helps midmarket and enterprise customers solve their business challenges through Cloud Computing, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), Human Capital Management (HCM), Business Intelligence, Portals, Application Development and Infrastructure services. With a focus on developing industry solutions and implementing Microsoft, Concerto Cloud Services, Cornerstone OnDemand, NetSuite and other enterprise technologies, the Tribridge team of 650 professionals operates with an unwavering commitment to provide exceptional service and support, drive measurable results and build lasting partnerships with the firm’s 3,750 customers. To learn more, please visit www.tribridge.com.