



CSC is rated in the “Leaders” quadrant of the latest Gartner Magic Quadrant report for North American Enterprise Resource Planning (ERP) Service Providers. The report positions external service providers (ESPs) of ERP consulting and systems integration services based on their ability to execute and their completeness of vision.

Competencies:

- 9.0 Certified Consultants
- Supply Chain Management
 - End-to-End Optimization
 - Savings “At Risk”
- Financial Management
 - Grants Management
- Human Capital Management
 - Strategic HCM
 - Process/Policy Review
 - Absence Management
- Business Intelligence
- Technical Architecture and Integration

Capabilities:

- Business Transformation
- Enterprise Process/Systems Optimization
- Shared Services Integration
- Project/Program Management
- Organizational Change
- Upgrades
- Data Architecture
- Environment Hosting
- Remote Application Support

The Problem

Hospital profitability and revenue is in decline: Supply chain management is one of the critical links between the care and revenue cycles. Because of the dynamic nature of supply use the risks of revenue shortfalls remain unless these links are actively maintained.

Related problems are:

- Actual cost and margin cannot be calculated
- Inconsistent markup
- Duplication of items
- Inconsistency in type of items charged
- Identification of chargeable items by end users
- Inconsistency of items included in procedure charges

The Solution

Optimize revenue capture:

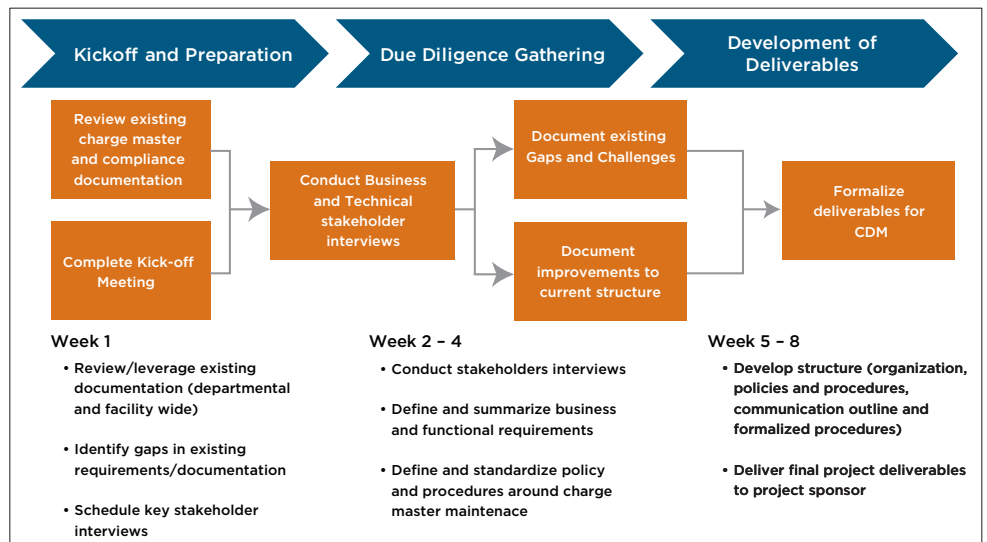
- Evaluate the item and charge master to determine benefit of linking
- Review current procedure charges
- Develop data standards for item and charge master
- Identify and eliminate processes that impact the process and cause errors
- Define standards for consistency in the patient charge process

The Process

CDM and Item Master Linking

We take a comprehensive, process-driven approach to operational revenue cycle improvement.

The outline below shows the process we will follow to complete the objectives



The newly formed CDM structure will be characterized by:

- A functional operations structure that reduces rework and duplication of efforts related to charge master maintenance
- Elimination of current processes that impact the charge master and related errors
- Feedback loops that connect the charge master maintenance process to support cross-functional learning and early identification of charge capture problem areas
- Reconciliation of charges across all points along the revenue cycle to reduce lost charges and gaps
- Standards which increase the effectiveness of the charging practice

In addition, our consultants will evaluate the potential benefits of implementing the CSC Linkage software tool to automate and maintain the linkage of the Lawson item master to the CDM.

About CSC

The mission of CSC is to be a global leader in providing technology enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For 50 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

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The CSC Approach

Client-Focused — We make a special point of understanding its clients and delivers solutions that best meet their unique needs.

Experienced — Most of our workforce joined the company as experienced professionals from other firms and industries. Our ERP professionals have an average of 20 years experience.

Global — We are one of a very few firms that can deliver end-to-end solutions to global clients.

Practical — Our approach to innovation is driven by client need and expressly delivers business impact.

Trusted — Our reputation for performance, flexibility, and for "doing the right thing for clients" is widely recognized.

Why CSC?

- We have an industry leading healthcare practice in Lawson Software® implementations. Our deep experience in providing these services to our healthcare clients has allowed them to optimize their operations and technology investments saving them millions of dollars.
- Our integrated Enterprise Process Redesign and ERP Implementation methodology is highly effective. Our methodology is based on teaming with your leaders to quickly evaluate the current state operation and develop a plan to implement best practices to optimize the Lawson technology and speed the implementation of "quick hit" savings initiatives.
- We have an excellent track record for successful redesign with large and small Lawson implementation projects. Our project teams have considerable experience managing and successfully completing Process Redesign and ERP implementations for many healthcare organizations.

Let us show how we can help you implement, optimize, or upgrade your Lawson systems, improve core business processes, identify key operating changes that can be made, and improve efficiency..

For more information please contact Christopher Chen at 513.290.3634 or via e-mail at cchen25@csc.com.