



Healthcare

Case Study

Challenge:

Major Market Disruption—Managing Externally-Driven Organizational Change When New Laws or Regulations Impact Current Business Models.

Learn more about how ICF Organizational Change Management Services can help your organization:

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Change Management— A Healthcare Approach

When the catalyst for organizational change comes from an outside authority, you may be faced with a tight timeframe and lack of clarity about the extent of the change's impact. Whether the change reaches across the organization or is limited to one process, accomplishing it on time and on budget will require effective change management. The Affordable Care Act (ACA) is a prime example of legislation that mandated a fundamental shift in working business models to account for the clinical, operational, and technical capabilities of multiple partnership entities. The ultimate goal of change management is not "simply" compliance with regulatory and legislative requirements, but actually taking advantage of the challenge as an opportunity to improve the organization.

The Solution

Based on the unique aspects of each client's pending change, ICF draws on its change management experience to apply the most appropriate strategy and supporting tactics. Tactical change management areas of focus include:

- **Process**—Changes to business and information technology processes are planned, implemented, and evaluated, both within and across functional divisions. A streamlined, well-managed approach minimizes financial, technological, and reputational risk.
- **Communications**—Internal and external communications are so critical for successful change and yet are often overlooked or considered as an afterthought. Implemented correctly, the benefits of a comprehensive, consistent communications plan can include demonstrated buy-in and support from leadership as well as visibility into stakeholder groups where issues could be forming under the surface.
- **Staff**—Depending on the extent to which external change impacts the organization, job functions may change, which in turn requires realignment of resources, training, etc. Effective change management ensure that people come first by addressing fears and concerns from the start.



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About ICF

ICF (NASDAQ:ICFI) is a global consulting and technology services provider with more than 5,000 professionals focused on making big things possible for our clients. We are business analysts, policy specialists, technologists, researchers, digital strategists, social scientists and creatives. Since 1969, government and commercial clients have worked with ICF to overcome their toughest challenges on issues that matter profoundly to their success. Come engage with us at icf.com.

The Results:

ICF employs change management best practices to help clients comply with regulatory and legislative requirements, and also uses its experience in the healthcare market to support the development and implementation of improved care delivery models. Following the current market's philosophical shift from fee-for-service to outcome-driven care, we support clients making the resulting shift from traditional payer and provider business models toward more collaboration and convergence. ICF is well positioned and equipped to help clients take a holistic approach to the introduction of new delivery models for compliance, cost efficiency, and improved service.

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