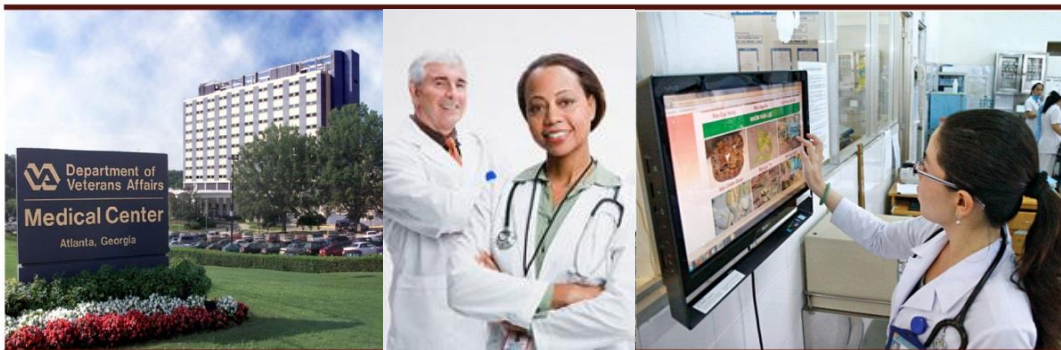


Team SyntheSys

VHA Facilitation Services

HS 13-13 Facilitation Services Blanket Purchase Agreement (BPA)

- SyntheSys LLC, the prime contractor, Ernst & Young LLP and AMMSG are team members in support of the VHA Office of Informatics and Analytics (OIA) to provide full lifecycle Meeting and Requirements Facilitation services
- We provide solutions for consensus building needs associated with eliciting functional IT requirements as well as other OIA needs associated with managing group dynamics around meetings, decisions, and documents where group consensus is important.
- By serving as the “translator” in VHA between the business/clinical and IT domains, OIA serves as a key enabler for providing better healthcare. Team SyntheSys services are designed specifically to help OIA effectively serve in that role.
- We bring deep experience in working with VHA and OIA helping our expert facilitators hit the ground running. Why Team SyntheSys?
 - We understand your mission and stakeholders
 - We are experts in techniques associated with effective group facilitation
 - We are invested in your success




SyntheSys | Dan Swedberg, Founder & President | dswedberg@synthesyslls.com
EY | Svetlana Sibley, Manager & Advisory Services | Svetlana.Sibley@ey.com
AMMSG | Jim O'Farrell, President & COO | jofarrell@ammsgcorp.net



Corporate Capabilities



- Extensive experience managing and providing healthcare consulting/project management in VHA spanning over 30 years
 - Deep background in meeting and requirements facilitation with VHA knowledgeable staff
 - Innovative support in addressing cutting edge health informatics challenges
 - Current VHA support represents follow on work from previous engagements
- 
- Hands-on knowledge of VHA Flow Improvement Initiatives and transfer coordination practices
 - Our 167,000 professionals globally deliver exceptional client service that stems from our unparalleled commitment to quality; reach back capabilities; and innovative ideas
 - We help achieve sustained, measurable results by leveraging our deep financial heritage and our collaborative culture



- VA-verified Service Disabled Veteran Owned Small Business
- Currently supporting VA National Wireless Infrastructure – Installation Project
- Significant PMO and facilitation support to DoD
- Process-driven approach – Methods and tools for facilitation of strategic outcomes

Client Quote

“Facilitating a group of physicians and nurses towards a common view of how a clinical pathway management tool should help all is a difficult task. SyntheSys facilitators got us there—and in record time!” *VHA Clinical Leader*



Challenge	Solution
Face to Face Planning Meetings - Important decisions, too little time	Team SyntheSys approach is to engage early to help frame decisions and options and engage in preparatory discussion with participants to allow thinking time before the meeting.
Training Workshops - All content, no connection	Our approach is to intersperse interactive elements and focus on building a learning network.
Requirements Definition - Understanding what the “words” mean	Using left-brain (words) and right-brain (visualizations), we engage the whole brain to build understanding and consensus.
Recurring Meetings - Unfocused discussions that don’t accomplish the goals	Our approach is to set up ongoing meetings with leader to agree on structure, objectives and topics for each meeting and make full use of virtual technologies to engage the group in focused discussions.
Decision Meetings - Lack of consensus on results	Team SyntheSys is prepared to use decision prioritization tools to provide real-time feedback on group priorities and assessments and allow decision transparency.

Veterans Access & Flow Coordination Center Facilitation

The VHA VAFCC Task Force (TF) engaged Team SyntheSys to assist with identifying the current state of patient flow and transfer coordination practices and developing recommendations for the VHA’s future state flow environment. We conducted an initial baseline assessment, followed by a comprehensive assessment, to identify the current state of patient flow and transfer coordination across the VHA; and developed a future state recommendations framework, based on a comprehensive flow management concept.

Mobile Emergency Department Visualization

VHA Emergency Medicine (EM) engaged members of Team SyntheSys to help visualize requirements for mobile application to support the delivery of care in VA Emergency Departments. Our team facilitated a series of virtual meetings between EM stakeholders, requirements analysts, and visual modelers to prepare for a 2-day face to face requirements visualization session. We facilitated stakeholder consensus on key requirements for accessing patient tracking information, updating patient information, and managing care to high-risk stroke patients using mobile devices, building a level of understanding required to finalize mobile business requirements for EM.

Websites to Reference:

www.synthesysllc.com

www.ey.com/US/en/Industries/Government—Public-Sector/

www.amsgcorp.net/VHABPA.html