

# Business Process Redesign Services



Ensure that your state is working as efficiently and effectively as possible to achieve your strategic vision and performance goals.

Business process redesign (BPR) is a multi-phase approach to analyzing the current state of business processes, providing future state to improve functions that optimize efficiencies, and strategically implementing a new operating system that is rapidly tested and accomplishes quick wins.

Public Consulting Group (PCG), a leading provider in BPR services, understands the environment in which many state agencies operate. We know there can be many internal and external factors that drive the constant need for innovation and change. Our approach to BPR is rooted in this understanding and utilizes industry best practices to achieve goals of continuous improvement for all process end users (e.g., agency staff, program members, etc.). It is designed by consultants with extensive backgrounds in public programs, healthcare policy, and large system change initiatives. This customizable approach captures, analyzes, and optimizes business processes so that they can be best aligned with any strategic vision or long-term goal. Our main goal with any BPR effort is to outline a roadmap for effective change.

## Value Stream Improvement

PCG uses a proven methodology for BPR known as value stream improvement (VSI). A **value stream** is a sequence of work or events that an organization completes in the delivery of a service or product. During VSI, we work with all key stakeholders to select areas for improvement that add value and then coach them through a pilot period of making experimental improvements to positively impact the organization's service delivery.

Our VSI methodology can be separated into five distinct phases:



**1. Kick-off** – PCG will establish clear goals and communications, identify key stakeholders and project initiatives, and set the baseline for future success.



**2. Review** – PCG will assess the current state of operations and existing documentation to further document processes, develop a business process map, and complete an initial findings report.



**3. Evaluation** – Leveraging findings from the previous phase with guidance for key stakeholders, PCG will identify future business models and create a future paradigm through gap analysis that best fits the agency's needs.



**4. Recommendation** – PCG will deliver a comprehensive report that includes a roadmap from the current state to a future state that optimizes chances for success and strategic goal realization.



**5. Implementation and Monitoring** – PCG will work closely with key stakeholders to implement future business models, lead training, monitor effectiveness, and adjust models as necessary as they are integrated into everyday operations.

## Why Choose PCG?

Our methodology can be applied to fit agency needs and our team of experienced consultants have a wide range of knowledge and skills to adapt, especially in implementing new technologies or pivoting to emphasize different performance factors. Our staff includes many certified professionals (e.g., Project Management Professionals [PMPs], Six Sigma, quality improvement, etc.), technology specialists, and policy experts with experience supporting major redesign initiatives for state agencies across the country.

PCG can help your agency develop and decide on a strategic plan or initiative, analyze and document current state operations, identify opportunities for improvement, and develop a sustainable approach to implementing effective and lasting changes. Our team can provide:

- ✔ **Best practice approach and methodology** – With over 35 years of experience serving state clients, PCG has developed a strong background in assessing client needs and adapting to find solutions. Our staff are deeply knowledgeable in solutions that work and apply best practices, lessons learned, and tools from past successes to continue driving change for good in our client's organizations.
- ✔ **Review and development expertise** – PCG has a proven track record for analyzing and documenting current state practices with health and human service agencies through careful interviews and operational observations of key and knowledgeable stakeholders.
- ✔ **Key performance indicator (KPI) development** – PCG provides KPI development and dashboard services to help key stakeholders measure and see progress clearly and effectively.
- ✔ **Technology knowledge** – PCG has deep experience in assisting agencies with large scale health and human service system implementations (e.g., Medicaid Management Information System [MMIS], eligibility and enrollment, etc.) and can easily bridge the gap between business and technology to develop a well-coordinated roadmap for change.
- ✔ **Develop future business models** – Our staff are knowledgeable of existing models across many state agencies and can offer solutions that innovate from a variety of angles, including the use of self-service options, interactive voice response (IVR) technology, waiver organization, electronic verification, document management, communication tools, and caseload management.
- ✔ **Business model diagrams** – PCG staff can develop comprehensive and detailed business model diagrams that can help agencies determine common business scenarios so that they can better envision how new models will affect operations and resources.

**To learn more about how PCG can assist with streamlining your business and reaching your strategic vision, contact us today!**

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