

# FACING HEALTH CARE CHALLENGES



Following last year's Supreme Court decisions and the reelection of President Obama, the US health care industry is facing unprecedented challenges in 2013:

- ACO participation
- Medicare bundled payment pilots
- EMR interfaces to HIEs
- Insurance exchange programs



Success in this industry-wide transition requires the refinement of roles and responsibilities across all health care system stakeholders (e.g. providers, payers, patients, regulators). This will require new health care delivery alliances characterized by:

1. shared vision for high quality patient care,
2. sustainable business plans built on objective forecasts and relative value assessments,
3. allocation of risks, income, and expenses,
4. agility to rapidly implement changes as industry best practices evolve.

A few of the critical questions to be faced by these alliances are:

- What are the best examples of collaborative service models available today/tomorrow?
- What is the value stream associated with current/future health care service delivery processes?
- How do we integrate capabilities while minimizing disruption and cost?
- Who will manage this collaborative program and ensure it achieves shared goals?



Charley Kiser, President & CEO of C. H. Kiser & Company, has helped clients face these kinds of challenges before. Over the last three decades he provided leadership and advice to commercial, governmental, and non-profit organizations around the world.

At HP Charley managed executive relationships and IT services for major clients facing industry transformation, market expansion, business start-up, and turn-around challenges. Earlier, he led the development of EDS' global service excellence program for large outsourcing arrangements. And in its formative years, Charley was Chairman of the PULSE financial network supporting ATM and debit card services for major banks throughout the Southwestern US.

In 2010, Mr. Kiser launched C. H. Kiser & Company, a management consultancy specializing in business and technology strategies that drive extraordinary results. C. H. Kiser & Company is now offering its expertise to health care industry organizations facing the challenges of 2013 and beyond.

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