Innovative Healthcare Informatics

CAPABILITY STATEMENT

Transforming Organizations | Designing Better Experiences | Built Around People

UEI **CQE2PSKNWSJ4** CAGE **7BAP2** SBA **Certified WOSB**

ABOUT US

Innovative Healthcare Informatics, LLC (IHI) is a human-centered organizational transformation consulting company and an SBA-certified Woman-Owned Small Business. We help federal, state, and local agencies and commercial organizations innovate, modernize products and services, adopt new technology, improve processes, optimize operations, design strategy, and improve the experience of the people they serve: their teams and their customers.

Our integrated approach brings **people, process, policy, and technology** together, so change is designed well, adopted quickly, and sustained.

CORE CAPABILITIES

01 Human-Centered Design & CX

We identify customer needs and friction points across the end-to-end journey within products, applications, & services. We then co-design requirements and experiences that improve satisfaction, adoption, and trust.

02 Strategy, Service & Product Design

We partner with leaders and teams to translate vision into scalable strategies, services, and products designed to be desirable, viable, and responsive to stakeholder needs.

03 Operational Excellence & Process Improvement

We assess current operations to identify inefficiencies, misalignment, and bottlenecks, then redesign processes to improve quality, efficiency, and throughput.

04 Stakeholder Alignment & Communication

We align business, technology, and customer stakeholders around shared priorities. Using targeted communications, we improve engagement, build awareness, and consensus.

05 Change Management & Training

We use proven organizational change management and training to prepare and empower teams, accelerate adoption, reduce risk, and sustain transformation.

06 Program & Project Management

We manage scope, schedule, budget, and risk with discipline to keep critical initiatives on track and delivering results.

07 Clinical Informatics

We bring expertise in clinical workflows, best practices, and clinical systems to support successful implementation and transformation within healthcare delivery organizations.

08 Business Intelligence & Reporting

We turn organizational data into actionable insights through analysis and reporting, helping leaders monitor performance and make informed decisions.

PAST PERFORMANCE

U.S. Department of Veterans Affairs
Supply Chain Modernization (SCM), subcontract to AFS: service and product design, UI/UX, product management, requirement elaboration, Organizational Change Management, and process improvement

Cognosante, LLC
Service design and strategy advisement

Vericol
Strategy and service design

Compassion & Choices
Service and strategy design, process improvement, change management

NAICS CODES

541611	Administrative Management Consulting
541511	Custom Computer Programming
541512	Computer Systems Design
541513	Computer Facilities Management
541519	Other Computer Related Services
541618	Other Management Consulting
541715	Human Factors Research & Dev.
611430	Professional & Mgmt. Development Training

CERTIFICATION

SBA U.S. Small Business Administration WOSB CERTIFIED

SBA Certified
Woman-Owned Small Business

WHY OUR CLIENTS CHOOSE US

Skilled Experts & Industry Knowledge

Our certified professionals combine industry knowledge and insight with practical experience in design, business process improvement, systems thinking, change management, deliv,ery, and more.

Integrated, Human-Centered Approach

Our proprietary approach aligns people, process, policy, and technology to connect well-designed change with rapid adoption and sustained transformation.

Adaptability & Flexibility

Our adaptable framework and best-practice methodologies support successful delivery across diverse customer environments and the most complex organizational challenges.

POINT OF CONTACT
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