

SBR SERVICE ROSTER

STRATEGIC SOLUTIONS

- Market & demand analysis
- Strategic planning
- Partnerships & alliances
- New service offerings assessments
- Risk assessment & management
- Negotiations & change management
- Restructuring & realignment
- Reporting & lobbying support

DIAGNOSTICS & FACILITATION

- Workflow & productivity reviews
- Cost/benefit audits
- Systems analysis
- Service & asset performance
- Benchmarking & best practices
- Facilitations & buy-in
- Communication strategies
- Team & leadership reviews
- Corporate governance & compliance
- P/R, market & constituency satisfaction

PROCESS SUPPORT

- Budgeting and resource allocation
- Business case development
- Cash-flow analysis and forecasting
- Interim project management
- Process rationalization
- Systems integration
- Performance and returns improvement
- Metrics and balanced scorecards
- Administration-clinician interface
- Protocols and policy development

FUNCTIONAL SUPPORT

- Procurement & contract audits
- Supply vendor consolidation
- Staff recruitment & retention
- Financial audits & reports
- Resourcing & scheduling

Proven solutions...

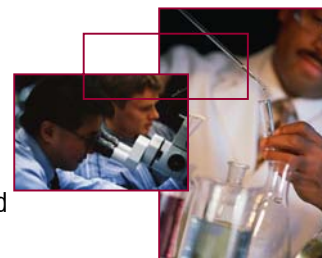
HEALTH CARE SERVICES

...for a sector in transition

THE GOAL: TOP FLIGHT HEALTH CARE

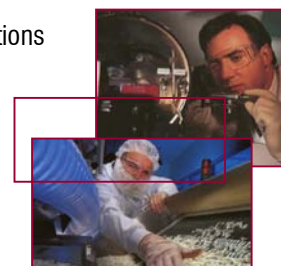
OBSTACLES

- **EFFECTIVE MANAGEMENT OF TIGHT RESOURCES.** How do you deploy resources for greatest return? How do you prioritize and implement for optimum value?
- **STREAMLINING, EFFICIENCY AND COST-REDUCTION.** How do you find and eliminate inefficiencies? How do you streamline your processes and raise productivity?
- **STAFF RECRUITMENT AND STABILITY.** How do you recruit and retain the best people for your team? How do you keep them skilled, committed and productive?
- **TECHNOLOGY AND CAPITAL INVESTMENT.** Which capital needs are urgent, and which will reap the highest return? How do you invest in technology and research?
- **CLINICAL NEEDS vs ADMINISTRATIVE REQUIREMENTS.** How do you balance treatment and care against due diligence and bureaucracy? What are the trade-offs and conflicts?
- **EFFECTIVE SERVICE DELIVERY.** How do you monitor and improve your levels of service? How do you gauge and predict patient demand and patient satisfaction?
- **STRATEGIC PLANNING AND INTELLIGENCE.** How do you look ahead, to stay ahead of new challenges? How do you monitor trends and anticipate change?



STRATEGIC BUSINESS RESOURCES

SBR has over 20 years of experience in designing and implementing solutions to organizational challenges such as these. With insight into the health services sector, an understanding of health care trends and broader issues, and proven expertise in administrative and business solutions, SBR can help you surmount your obstacles—*quickly, professionally, and cost-effectively.*



SOLUTIONS

We offer a full suite of integrated strategic, diagnostic, process-based and functional services to meet your organization's needs, including:

- *Efficient resource allocation backed by quantitative analysis*
- *Watertight business cases to win and deploy resources*
- *Streamlined operations to maximize productivity*
- *Monitoring and upgrading of patient satisfaction*
- *Diagnostics and action to maximize asset utilization*
- *Efficient, focused project management for individual tasks*
- *Independent, expert assessments of procedures and performance*
- *HR support from recruitment to contract*
- *In-house training and development*
- *Focused, in-depth market intelligence*
- *Strategic planning and change management*



LET US PUT 20 YEARS OF BEST-PRACTICES EXPERIENCE AT YOUR SERVICE.

DIAGNOSIS, PRESCRIPTION & REMEDY




You Have...

You Need...

We Deliver...

RESOURCE CONSTRAINTS forcing you to prioritize, streamline and cut.

CRITICAL BOTTLENECKS identified, but persistent.

PROCESS DISCONNECTS making internal focus and efficiency difficult.

IMPORTANT TASKS and projects with inadequate championing and staff.

A NEED FOR CHANGE, without a plan for ensuring success.

OPPOSING VIEWPOINTS, resistance to change.

REPORTING REQUIREMENTS, lobbying needs and positioning for more resources.

STAFF OVERLOAD, turnaround, and poor morale.

BUREAUCRATIC AND POLITICAL controls, monitoring and audits.

INSUFFICIENT TIME to foresee, plan and prepare.

UNDERUTILIZED ASSETS and foregone revenues.

A framework to assess costs/benefits and set priorities.

Focused effort to eliminate roadblocks and deliver results.

Rationalized processes with IT support and staff training to raise productivity.

Dedicated, task-oriented resources to champion completion.

A knowledgeable, outside perspective, able to conceive and navigate the route.

Methods to harness support and manage change.

Effective conception and presentation of operations, achievements and needs.

Resources to take up the slack and inject fresh ideas.

Due diligence and watertight records to minimize exposure.

Incisive and rapid analysis to support strategic decisions.

Sector knowledge and creative thinking to maximize revenue on capacity.

Expert, neutral project teams focused on the task.

MBO project teams to effectively deliver.

Best practices benchmarking and process integration, with IT and HR experts.

Quick-response, customized staffing with the expertise to deliver.

Needs validation & methodologies for execution, with change management expertise.

Facilitations and negotiations from a credible, disinterested platform.

Experienced lobbying and reporting support from arm's-length experts.

Short- or long-term staffing operating quickly and effectively.

Experienced risk-management and due diligence professionals.

Fully versed, dedicated experts to boost your strategic positioning.

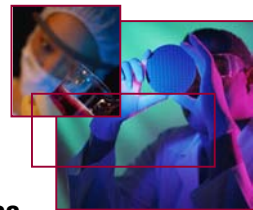
Out-of-the-box expertise to generate maximum returns.

SBR has the expertise and know-how to move from problem to solution in a fast, effective manner. Past engagements include—

- **Completion of a PROCESS MAPPING AND SYSTEMS OPTIMIZATION project for a large health sector concern.** The project comprehensively mapped and audited various administrative, managerial and reporting practices across several labs.
- **HR RECRUITING SUPPORT for a major player in the health sector.** SBR recruited, landed and trained over 40 new staff in various functional units.
- **Performance of a NETWORK SECURITY AUDIT AND ASSESSMENT for a global pharmaceutical research and technology leader.** The project identified and remedied security risks in the company's IT infrastructure.

ACHIEVING GOALS

SBR is a low-cost professional services-provider and one of Canada's top 25 fastest-growing companies. We provide rapid, effective, customized solutions to a Fortune 500 client base across all sectors.



S·B·R
GLOBAL

**Professional
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