

Capability Statement

Improving healthcare quality and access through innovation



INNOVATIVE

MANAGEMENT STRATEGISTS



Dr. Latonya Dunlow, DHA, MPH, President of Innovative Management Strategists, LLC (IMS) focused her entire career on improving healthcare. In 2007, she founded IMS as a means to expand this focus. During her 20+ years of professional experience, Dr. Dunlow served in several leadership roles positively influencing public health policies and programs that improve access to quality healthcare. Her achievements include successfully managing complex, multi-million-dollar contracts and programs that resulted in measurable increases in efficiencies and quality results, while bringing innovations that have streamlined costs for clients.

Innovative Management Strategists, LLC

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www.IMStrategists.com

INTEGRATED MANAGEMENT SERVICES

Innovative Management Strategists, LLC (IMS) is committed to improving the quality of life for communities and populations. We accomplish these goals by providing program expertise to organizations that will ultimately improve:

- Access to quality health care
- Affordable health care
- Support for victims of crime and their family members

IMS is very proud of the work we perform and to see the quantifiable fruits of our actions. Our pool of remarkable expert consultants, rich with experience and proven tools, coupled with a highly qualified management team, are the reasons a small business like IMS produces extraordinary results:

- Public Health Support
- Management and Administrative Support
- Criminal Justice Support

PROGRAM SUPPORT SERVICES

IMS also offers a cadre of support services to help our clients manage their programs and offices effectively:

- Administrative Support
- Conference and Meeting Management
- Financial Management and Sustainability
- Leadership Training and Coaching
- Project Management
- Strategic Planning
- Technical Assistance and Training

IMS' CLIENTS

- Centers for Medicare and Medicaid Services
- Department of Agriculture
- Department of Defense
- Health Resources and Services Administration
- Office of Military Commissions

IMS appreciates the opportunity to demonstrate our special capabilities and support your mission-critical programs.

PUBLIC HEALTH SUPPORT

Public health support is a niche capability of IMS, as most of our management team and expert consultants hold advanced degrees in public health and board certifications in medicine, trauma, and psychiatry. For almost a decade, we have served community based organizations, such as health centers, primary care associations, federally-qualified health centers (FQHC), FQHC Look-Alikes, and local health departments. IMS' health experts are epidemiologists, environmentalists; health administrators; biostatisticians; dentists; nurses; physicians; physician assistants; surgeons, and medical specialists. Our public health experts also specialize in business and non-profit organization management, such as board governance, operations, accounting, quality improvement, and technical infrastructure. IMS provides expertise via onsite, virtual and telephonic technical assistance and training for a broad range of topics:

- Clinical practice management and improvement
- Financial recovery and sustainability
- Health information technology support
- Leadership and board governance
- Program compliance for grantees
- Short/long-term executive management

FINANCIAL MANAGEMENT

IMS' financial consultants are experienced with policies and regulations that provide CFOs and grant-funded organizations with the necessary training and technical assistance to improve and manage their fiscal outcomes.

HEALTH IT SUPPORT

IMS' expert consultants are health care clinicians with information technology skills and experience, which provides the perfect marriage of programmatic and technical expertise for supporting healthcare providers with: Telemedicine and telehealth; Electronic health records (EHR); Electronic medical records (EMR), and Computerized provider order entry.

SUPPORT FOR VICTIMS OF CRIME

Among IMS' public health experts are a team of Certified Traumatic Stress Specialists (CTSS) with advanced degrees in psychology, psychiatry, and social work. Our CTSS team is experienced in providing emotional support following natural and man-made disasters, such as Hurricane Katrina, Boston Marathon bombing, and post-war PTSD. Our CTSS team is currently supporting surviving victims and family members of the 9/11 and USS Cole terrorist attacks during the hearings held by the Office of Military Commissions.

CONFERENCE AND MEETING MANAGEMENT

IMS offers comprehensive support for our clients' conferences, meetings, and special events. Our certified Conference and Logistics Managers provide site selection and contract negotiation, event promotion, online registration, travel and hotel logistics and reimbursements in accordance with Federal Travel and Per Diem Regulations, food and beverage contracts, and onsite support before, during and after the event.

Event Planning

- Designs and publishes graphic art for event promotion and materials
- Develops PowerPoint presentations (in compliance with 508 as needed)
- Writes presentation and speech scripts
- Recruits and selects qualified speakers
- Designs and develops website for event promotion and registration

Event Promotion

- Promotes event using formats best suited to targeted participants
- Ensures a consistent "look and feel" among live and virtual components of an event
- Boosts attendance with social media event promotions
- Extends the meeting experience before and after the event
- Creates a social community of conference attendees

Conference Management Systems

- Uses the latest enterprise web conferencing systems for online meetings, eLearning, and webinars:
 - Adobe Connect based on Adobe Flash® technology
 - GoToWebinar, GoToMeeting, and MS Teams
- Accommodates small to large teleconferences and webinars-from a few to a thousand users
- Tracks and manages events of every size using COTS or customized applications
- Web-based options for registration, payment, and surveys
- Collects presenter biographies, abstracts, and audio-visual needs
- Develops catering and room set-up requirements
- Creates rooming lists and travel manifests
- Manages budgets, audit expenses, and process reimbursements
- Creates invoices, receipts, and customized reports

PROGRAM SUPPORT SERVICES

Administrative Assistance

IMS' administrative assistants are proficient in MS Office applications and experienced to work with minimal supervision. We provide staff for project assistance, call center support, and senior administrative functions of supporting high-profile officials and senior executives.

Leadership Training/Coaching

IMS trains and coaches senior personnel to become effective leaders and assume leadership roles as their predecessors retire or vacate their positions. IMS offers experienced instructors, coaches, and facilitators that understand governing policies and regulations of the Office of Personnel Management to guide aspiring new leaders—whether individual, team, supervisor, manager, or executive—through all phases of human capital planning and management. Our most requested leadership support services are: conflict mediation; continuous quality improvement; organizational change, and succession planning.

Project Management

IMS offers varying levels of support for managing our clients' projects—from augmenting their PM staff with a niche expertise (e.g., risk assessment and mitigation) to full life-cycle project planning and implementation. We adhere to PMBOK project management standards for designing performance-based projects and utilize proven tools for effectively managing project resources—staff, budget, equipment, and schedules. In addition to detailed project plans, IMS provides plans for communications and change management to assure a smooth and transparent evolution of project activities.

Strategic Planning

IMS utilizes contemporary contributions to theory and research to develop strategic plans at agency, division, and program levels. We partner with the client and other key stakeholders to design the framework for the plan, which includes mission and vision statements; goals and measurable objectives that align with those at the Agency level, and link strategy and budget through business planning.

Technical Assistance and Training

IMS maintains a cadre of expert consultants whose qualifications span financial and clinical programs at the national, state, and local levels. We offer the knowledge and experience needed by grant recipients to successfully implement their healthcare services for underinsured and uninsured populations. Our consultants are geographically dispersed and local to the grant recipient offices we serve to provide cost-effective onsite technical assistance and training. IMS uses live and recorded webinars to train vast audiences nationwide. We employ technical tools to track the status of each task and audit feedback about our performance before, during, and after our support services.

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