



CAPABILITY STATEMENT

UEI: CQE2PSKNWSJ4 | CAGE: 7BAP2

DUNS: 117028762

ABOUT US

Innovative Healthcare Informatics, LLC (IHI) is an SBA certified Woman-owned Small Business (WOSB) consulting company. We are passionate about optimizing organizations so they can be their best for the people they serve, their internal and external customers. We focus on putting people at the center of solutions to help organizations innovate, optimize, modernize, and achieve their mission. Through comprehensive approaches, we design, solve, implement and sustain for people, process, policy, and technology.

DIFFERENTIATORS

- ✓ Our People and Expertise- Highly skilled, certified, and experienced team of professionals.
- ✓ Our Proprietary Comprehensive Approach- Utilizes best practices in HCD, OCM, BPR, Clinical Informatics, Agile, and Project Management for successful, people-centric solutions and transformative organizational change.
- ✓ Our Adaptability and Flexibility- Our frameworks are successfully implemented across government and private organizations with measurable transformative outcomes.

PAST PERFORMANCE

- ✓ U.S. Department of Veteran’s Affairs - Supply Chain Modernization (SCM)- Subcontract (AFS)-Service and Product Design, Product Management, Requirements Elaboration, Organizational Change Management & Business Process Improvement
- ✓ Cognosante LLC, Service Design, Strategy Advisement
- ✓ Vericol- Strategy and Service Design
- ✓ Zoom Landscaping – Service and Strategy Design, Business Process Improvement, Change Management

CERTIFICATIONS

- ✓ SBA Certified Woman-Owned Small Business



NAICS CODES

- 541611- Administrative General Management Consulting Services
- 541511- Custom Computer Programming Services
- 541512- Computer Systems Design Services
- 541513- Computer Facilities Management Services
- 541519- Other Computer Related Services
- 541618- Other Management Consulting Services
- 541715- Human Factors Research and Dev. (03)
- 611430- Professional and Management Dev. Training

CAPABILITIES

- ✓ **Customer Experience Optimization**
We identify customer needs and friction points across the end-to-end journey within products, applications, & services, then co-design and optimize experiences that increase satisfaction, accelerate adoption, strengthen trust, improve workflow efficiency, and engagement.
- ✓ **Strategy & Service Design**
We partner with leaders, teams, and customers to turn vision into scalable strategies and services that deliver measurable value, are desirable, viable and responsive to stakeholder & customer needs.
- ✓ **Operational Excellence & Process Improvement**
We assess operations to identify inefficiencies, misalignment, and bottlenecks, then redesign processes to improve quality, increase efficiency, and strengthen operational reliability and throughput.
- ✓ **Stakeholder Alignment & Communication**
We align business, technology, and customer stakeholders around strategic priorities to accelerate decision-making, strengthen collaboration, and drive measurable outcomes. Through clear, targeted messaging and communication, we improve stakeholder engagement, build consensus, and enable successful execution.
- ✓ **Change Management & Training**
We enable organizations to navigate change through proven methodologies that empower & prepare teams, accelerate adoption and transition, mitigate risk, and drive sustainable transformation.
- ✓ **Program & Project Management**
We provide disciplined program and project management that balances scope, schedule, budget, and risk to keep critical initiatives on track, achieve organizational goals, and deliver successful results.

POINT OF CONTACT:
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