



# The Chartis Group Digital Transformation 2022

Providing Best in KLAS Digital Transformation



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### Why This Report?

Provider and payer organizations are increasingly concerned about their strategies for digital capabilities that affect operations and patient care. Through engaging with consulting firms to define needs and develop digital road maps, organizations are utilizing firms' assistance to plan, manage, and improve these digital capabilities and, ultimately, consumer experiences. This report evaluates the experiences of healthcare organizations that have engaged The Chartis Group for digital transformation work, which is a relatively new area that the firm is being measured for.

### What Does The Chartis Group Do? (A Client Explains)

"The Chartis Group helped us with a digital road map exercise, the prioritization of digital initiatives, and a future-state organization structure. The Chartis Group did all of the road map. There were high-level priorities, tactics, and initiatives to put in place around digital transformation and digital innovation, as well as organizational structure." —Chief digital officer

### Bottom Line

The Chartis Group excels in digital transformation work, shown by their 2022 Best in KLAS award in the digital transformation consulting market segment. Every client interviewed for this report would work with the firm again, would recommend them, and is highly satisfied because of the deep healthcare knowledge and market expertise that The Chartis Group brings to projects. The firm also builds partnerships by learning about clients' organizations, cultures, and needs. The Chartis Group is an excellent digital transformation partner that delivers actionable results.

### Key Competitors

(as reported by The Chartis Group)  
Accenture, McKinsey & Company

### Number of Clients Interviewed by KLAS

8 individuals from 7 unique organizations (The Chartis Group shared a list of 11 unique organizations; the list represents 46% of clients that have worked with the firm in the last 12 months and are eligible for inclusion in this study)

### Top Reasons Selected

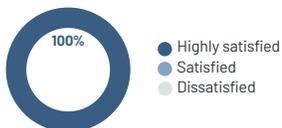
Prior relationship, historical performance, deep expertise in healthcare and IT (including digital transformation)

### Survey Respondents—by Organization Type (n=7)

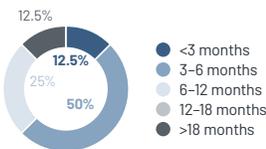


## The Chartis Group Digital Transformation Client Experience

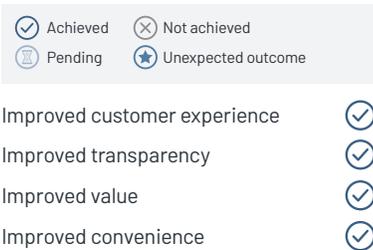
### Overall Client Satisfaction (n=8)



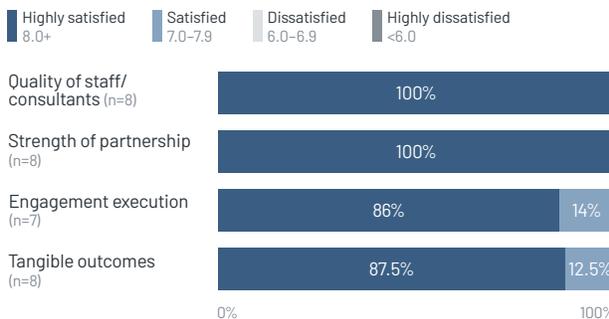
### Length of Project (n=8)



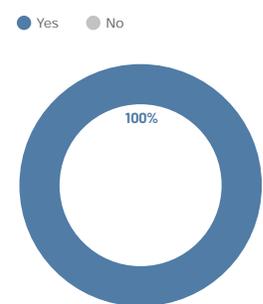
### Outcomes Expected by Clients



### Key Performance Indicators (1-9 scale)

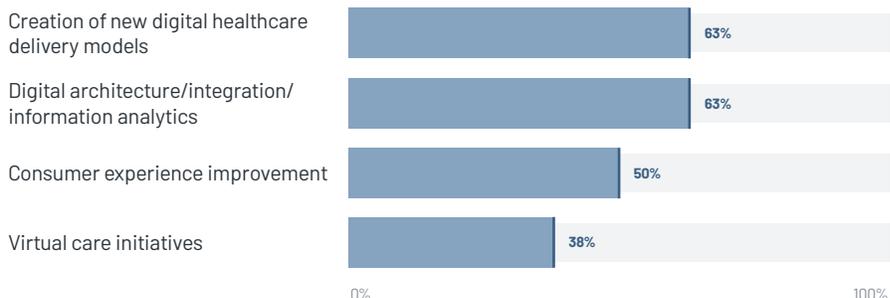


### Would you buy again? (n=8)



### Adoption of Key Services

Percentage of interviewed clients using services (n=8)



## Strengths

Expansive, deep knowledge of healthcare and strategy



*"The Chartis Group is top-notch. They are the McKinsey of healthcare. The Chartis Group understands strategy, but they get in the weeds of operations and technology. They know the industry, and they know where healthcare is focused and going. Their strength is that they have their finger on so many different places and can give us guidance for anything."*  
—Chief digital officer

Candid and collaborative partnership

*"The Chartis Group does a good job of adapting to our needs, but they also push back politely and tell us when they think we are wrong in some regard. A key part of a partnership is coming up with a better strategy than either party could have made independently, and The Chartis Group is very good at that. They understand us. We have been really impressed with the partnership."* —VP/executive

Strong ability to deliver actionable results

*"The Chartis Group met every single time frame that we had. They delivered what they promised every time we sat down with them. The Chartis Group developed a road map that did not just have the end destination; it had every point on the way. The Chartis Group was able to show us how to get to our destination."* —VP/executive

## Opportunities

Note: None of the clients interviewed for this report indicated areas of opportunity for The Chartis Group.

## KLAS' Points to Ponder

**The Positives:** The Chartis Group provides focused consulting services for digital transformation of healthcare delivery in clinical, financial, and patient engagement domains. The firm has a digital strategy that includes technological, operational, and cultural frameworks, and the digital consulting engagements are tailored to organizations' operational and cultural needs for key markets. The Chartis Group's consultants are highly regarded by clients, as the consultants' deep aggregate of healthcare knowledge and experience provides keen insights for digital transformation strategies.

Organizations should consider the following:

### The Solution's Long-Term Viability in Healthcare

Value-based care drives a focus on patients' needs and satisfaction levels and requires digital strategies to support all care modalities—particularly virtual care. Digital strategies that extend care to patients' homes and engage patients via digital services that improve intuitive service access and convenience will become a critical foundation for future healthcare-delivery success. However, digital strategies will only succeed if they are designed to integrate with key enterprise solutions (e.g., EHR, PHM, CRM solutions) to improve provider workflows. The Chartis Group is well positioned to support these strategies.

### The Importance of Executive Commitment to Digital Transformation

Digital healthcare solutions with immature vendors create organizational, financial, and political risks that make healthcare executives nervous. These solutions can antagonize healthcare providers and drive frustration and burnout, so healthcare executives must oversee the creation of digital strategies as well as constantly communicate

the progress of these strategies to all employees. Consulting firms, such as The Chartis Group, that develop change management plans and guide cultural impact with executive input will improve the success rate for executing digital strategic plans.

### Targeting Strategic Plan Impacts

Digital healthcare solutions drive expectations for improving clinician workflow efficiency, clinician engagement, and patient satisfaction. Road maps designed to deliver digital solutions that improve care delivery and patient services should be focused on key operational improvement expectations, such as staffing impacts. Organizations and consulting firms should target (1) the ability to deliver higher-quality care at increased patient volumes with less staff or staff with reduced skill sets across care modalities and (2) the ability to optimize use of enterprise applications with well-designed digital solution integration.



### Mike Davis

HCIT market research and analysis expert with 40+ years of experience

### Consulting Follow-up Services

A key consideration for healthcare organizations that are evaluating consulting firms is the follow-up support that a firm's clients receive after an engagement has been completed. This support is especially important for strategic engagements related to dynamic environments, such as healthcare. Consulting firms should accommodate clients without charging when clients reach out with post-engagement questions related to market, corporate, or regulatory changes that may impact strategy. Interviewed clients indicate that The Chartis Group provides this support.

# The Chartis Group: Company Profile at a Glance

## Founders

Chris Regan, Ethan Arnold,  
Ken Graboys

## Year founded

2001

## Headquarters

Chicago, IL

## Number of employees

500

## Target client

Healthcare organizations

## Number of unique projects (last 12 months):

600+

## Number of unique, standalone digital transformation projects (last 12 months):

30 (24 unique organizations)

## Healthcare Executive Interview



**Tom Kiesau,**  
Chief Innovation Officer & Chartis Digital Leader

### How would your clients describe your services and company?

The Chartis Group is the nation's largest independent healthcare advisory firm. Serving more than 600 healthcare organizations across 50 states, Chartis helps clients thoughtfully and intentionally transform healthcare delivery. Chartis supports healthcare transformation through a collective of integrated consultancies focused on the dimensions needed for change. While each division operates under its unique brand, what unites Chartis' collection of companies is an exclusive focus on service to the healthcare industry, sterling reputations in their domains, and exceptional talent committed to improving healthcare. Together, Chartis brings an unparalleled depth of expertise in strategic planning, performance excellence, informatics, technology, digital transformation, health analytics, clinical quality, high-reliability care, and strategic communications to help leading healthcare organizations achieve transformative results.

### What is The Chartis Group's biggest differentiator?

Chartis is different by design. Our emphasis is on assembling the very best people and experience sets across healthcare for unrivaled capability and insight. From physicians, nurses, and healthcare executives to strategists and digital experts, Chartis brings a diverse set of perspectives to see healthcare challenges from every angle. Teams are agile and integrated, bringing innovative yet pragmatic solutions to healthcare's most complex challenges. Working across the healthcare ecosystem, Chartis accelerates change in quality,

experience, accessibility, affordability, and equity. Key to Chartis' success is our thoughtful and intentional approach to client collaboration, which helps clients galvanize their organizations around change to achieve meaningful and lasting results.

### What are The Chartis Group's capabilities when it comes to this segment?

Digital transformation requires two equally essential components: a technology-forward, break-the-rules perspective and an unrivaled understanding of the industry's underlying strategic, operational, financial, and cultural tenets at play. Only Chartis brings both. We converge our broad, deep healthcare expertise across strategy, clinical and administrative operations, revenue cycle, advanced analytics, and IT with innovative and provocative technology applications and business model redesigns that have been proven across leading, digitally transformed industries. The combination of these capabilities allows us to develop and implement enduring digital strategies for tomorrow grounded in today's business, clinical, and economic realities.

### How do you help your clients achieve desired outcomes with your services?

Chartis helps healthcare organizations develop an individualized and unique approach to digital transformation—one that both meets the discrete needs of the populations they serve and is suited for the economic context in which they operate. We partner with our clients to define thoughtful, pragmatic enterprise transformation agendas that outline and prioritize specific strategies and tactics across distinct dimensions of digital transformation. From enterprise digital strategy, business case development, and governance to digital solution deployment for ROI-driven use cases like digital service centers, self-service, digital doors, digital-forward care, consumer-access models, and hospital at home, we deliver disciplined management and execution, balancing near-term business needs with long-term strategic requirements tied to clear and impactful performance metrics.

# Report Information

## Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS's best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to [klasresearch.com/faq](https://klasresearch.com/faq).

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## Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



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## Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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