

DELAPPE CONSULTING, LLC

Teresa DeLappe,
Founder & President

25435 Lake Wilderness Lane SE
Maple Valley, WA 98038

206-359-5993

teresad@delappeconsulting.com

delappeconsulting.com

Washington State
UBI 603 468 463

DUNS Number
081190338

NAICS Codes
Primary NAICS: 541611
Code description: Administrative
Management and General
Management Consulting
Services

Other NAICS

541511Y

541611Y

541614Y

541618Y

621399Y

621999Y

622110Y

CAGE Number
84SE1

Certifications
Woman-Owned Business
Enterprise (WOBE)

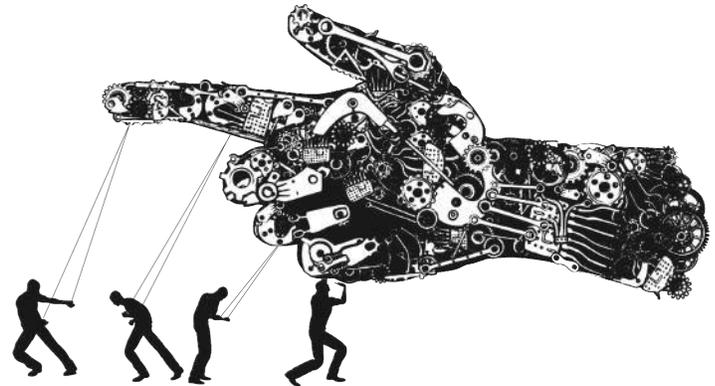


GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

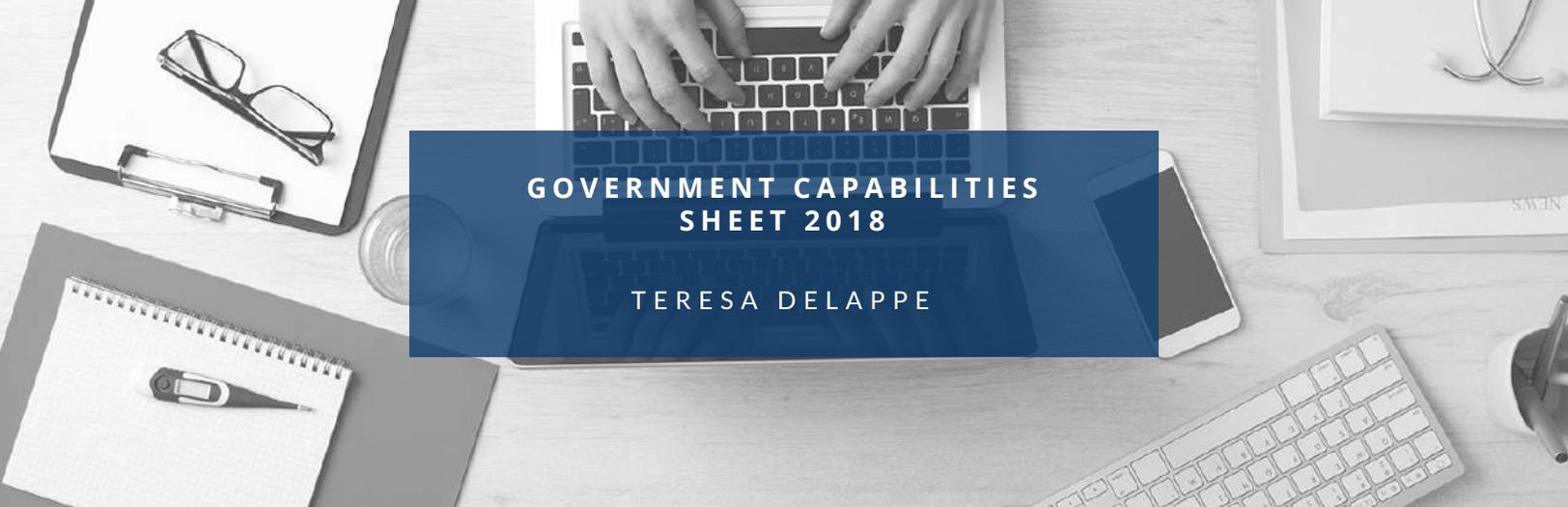
Summary of Services - Capabilities Statement

DeLappe Consulting is a healthcare consulting company that engages with healthcare systems, providers and their partners to execute innovative healthcare strategies and optimize the integration and adoption of those solutions into clinical workflow. While technology is often the catalyst for change, we recognize that it is only one of the many tools and influences built into the human aspect of delivering healthcare. To be successful in achieving full adoption and interoperability of technology into workflows, you must first recognize the relationship between the technology and the human factor.



At DeLappe Consulting, we don't redesign humans, we assess the relationship between humans, technology and the systems within which they interact. We focus on improving efficiency, creativity, productivity and job satisfaction, with the goal of optimizing the technology within workflows.

We believe that technology can transform healthcare but going Beyond the Technology can transform a life.



GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

Capabilities or Core Competencies – Going Beyond the Technology

Beyond the Technology Management (BTM) is an approach DeLappe Consulting evolved and trademarked from being a part of the planning and deployment of technology initiatives in dozens of hospitals and hundreds of clinics. The six principles within BTM are the foundation for facilitating the engagement, assessment and evaluation of current state workflows in preparation for future state technology, supporting interoperability of all elements of healthcare, prioritizing clinical workflow and health outcomes for patients.

Develop implementation plans to encompass the technical goals in collaboration with the desired clinical and business outcomes to be delivered.

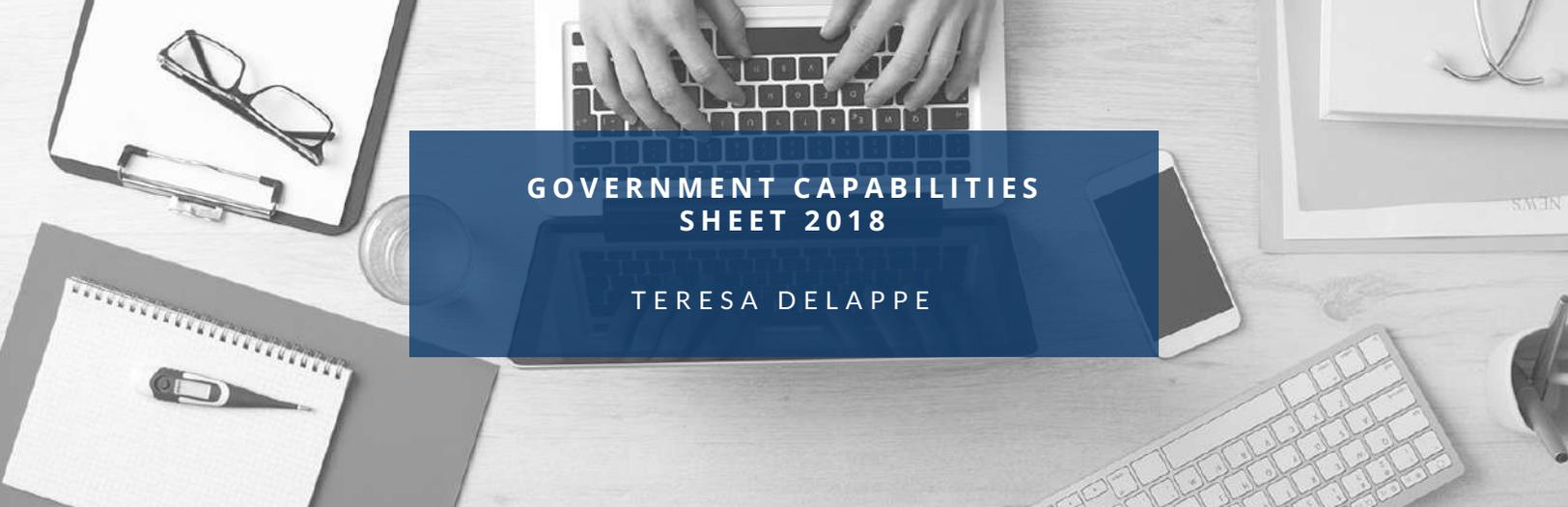
Engage staff and providers in understanding the journey end-to-end and in establishing a culture of shared ownership.

Observe current state workflows to understand how information is accessed, collected, and shared to enhance decision making. Be observant to the system as a whole and how the technology integrates into the human factors within delivering patient care.

Collaboratively develop large scale EHR deployment strategies and translate them into achievable deployment timelines in multidisciplinary environments.

Clearly define both the opportunity and the outcome for each distinct stakeholder group
Execute on the plan with a focus on alignment, communication, and collaboration.

Work with key stakeholders to identify opportunities for enhancements to the technology and optimization within future state work flows



**GOVERNMENT CAPABILITIES
SHEET 2018**

TERESA DELAPPE

Six Principles for Choreographing Technology in the Model of Care



ENABLE

Develop the implementation plan to encompass the technical goals in collaboration with the desired clinical and business outcomes to be delivered.



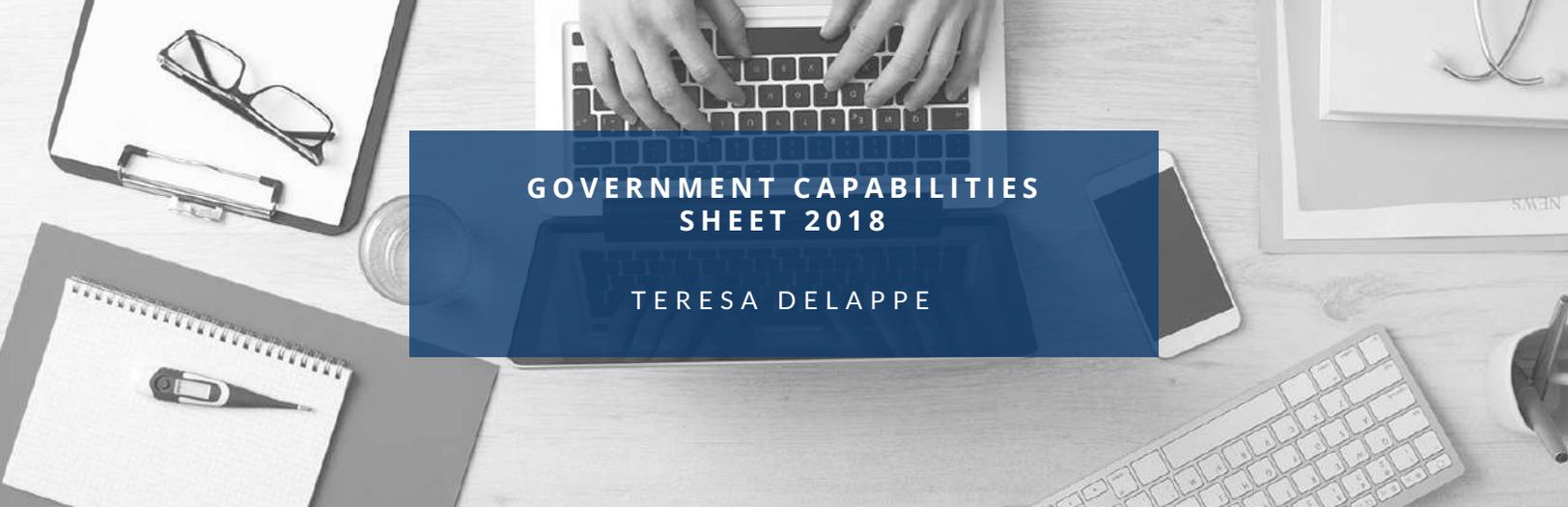
ENGAGE

Engage staff and providers in understanding the journey end-to-end and in establishing a culture of shared ownership



EVALUATE

Observe workflows to understand how information is accessed, collected, and shared to enhance decision making.



**GOVERNMENT CAPABILITIES
SHEET 2018**

TERESA DELAPPE

Six Principles for Choreographing Technology in the Model of Care



DEFINE

Clearly define both the opportunity and the outcome for each distinct stakeholder group.



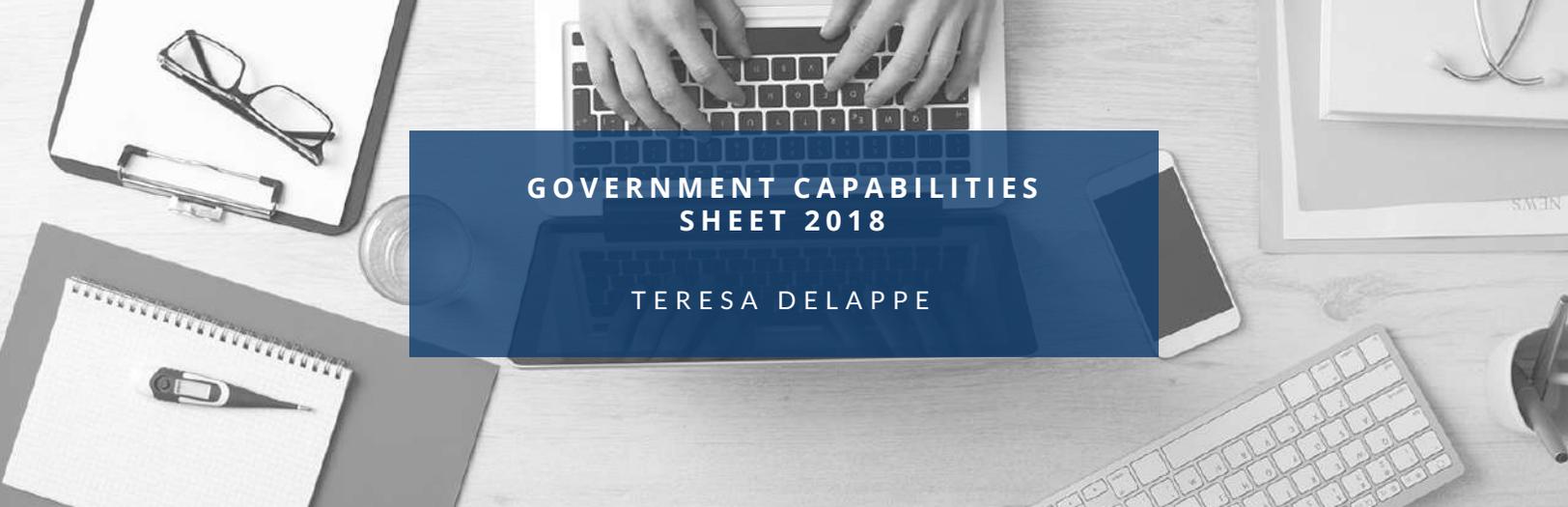
EXECUTE

Execute on the plan with a focus on alignment, communication and collaboration.



ENHANCE

Work with key stakeholders to identify opportunities for enhancements to the technology and work flow.



GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

Past Performance



Sutter Health is a healthcare delivery network that includes 24 acute care hospitals, a physician medical network of 5,500 providers, surgery centers, clinics, urgent cares, home health and hospice programs, medical research facilities, training programs and specialty services.

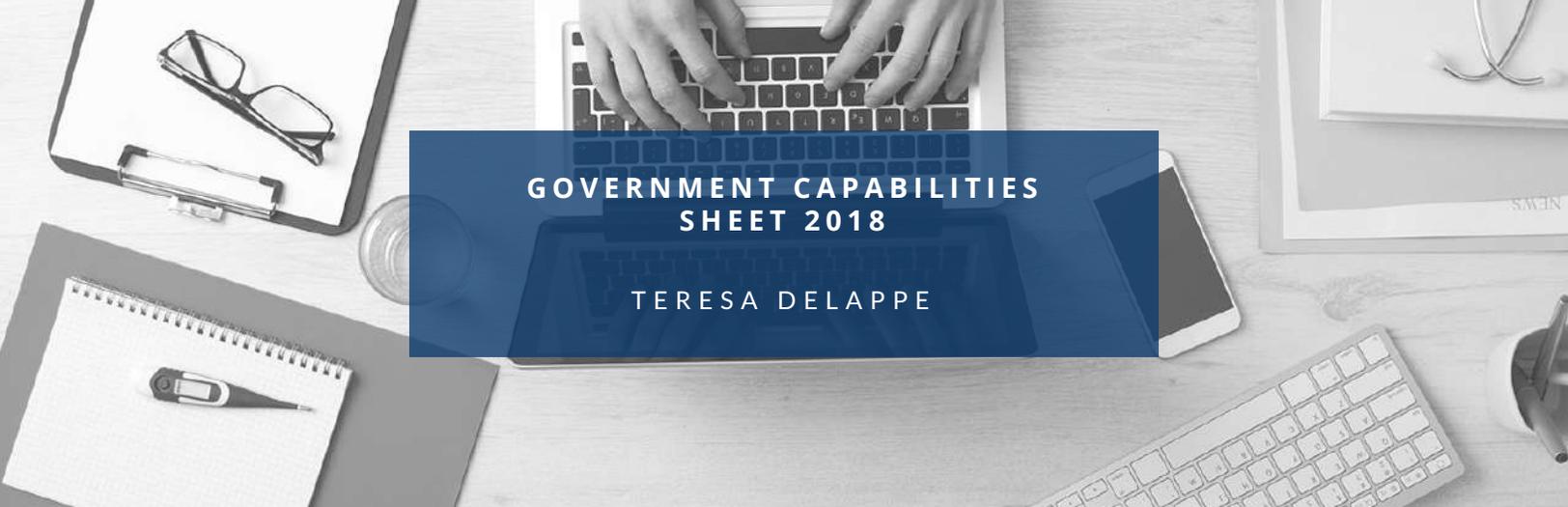
Summary of services

- Engagement with Sutter Health CTO, Technical Services (TS) team and vendor partners to design, deploy and optimize a Virtual Desktop Infrastructure (VDI) across the entire healthcare delivery system.
- Design and develop the engagement plan to encompass the technical goals in collaboration with the desired clinical and business outcomes.
- Manage and develop deployment planning and logistics of the technology to align with IT requirements and hospital operational structure.
- Facilitate engagement of hospital leadership, providers and clinical stakeholders to define and garner partnership on the approach, execution and deliverables.
- Conduct workflow readiness assessment, identify workflow impacts/considerations, workflow redesign, status reporting, end-user training, define deployment approach and assess optimization opportunities.
- Work collaboratively with internal and external TS partners to define technology needs in relation to clinical workflow, and design future state workflows that facilitate the integration and adoption of VDI within clinical workflow.



"I won't do VDI unless I do workflow analysis first. Workflow isn't done right, for VDI, unless it's done by Delappe Consulting. "

- Wes Wright
CTO Sutter Health



GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

Past Performance



Lucile Packard Children's Hospital at Stanford is a children's hospital which is part of the Stanford University system. For more than a century, California Pacific Medical Center(CPMC), part of the Sutter Health Network, has been caring for children in San Francisco. With pediatric specialty support from Stanford Children's Health, CPMC offers expanded access to world-class, family-centered pediatric care to thousands of infants, children and adolescents in the Bay Area.

Summary of services

- On behalf of Sutter Health, engaged with Lucile Packard Ambulatory stakeholders, IT leadership, and Stanford providers to assess, evaluate, define, educate and communicate on a collaborative model of care via remote/virtual access to Sutter Health EHR, imaging and diagnostic applications.
- Function as a proxy between Stanford providers and Sutter Health IT to ensure interoperability of provider workflows and access to data as they move between Sutter Acute and Lucile Packard Ambulatory settings.
- Provider and clinic engagement, communication and workflow redesign

GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

Past Performance



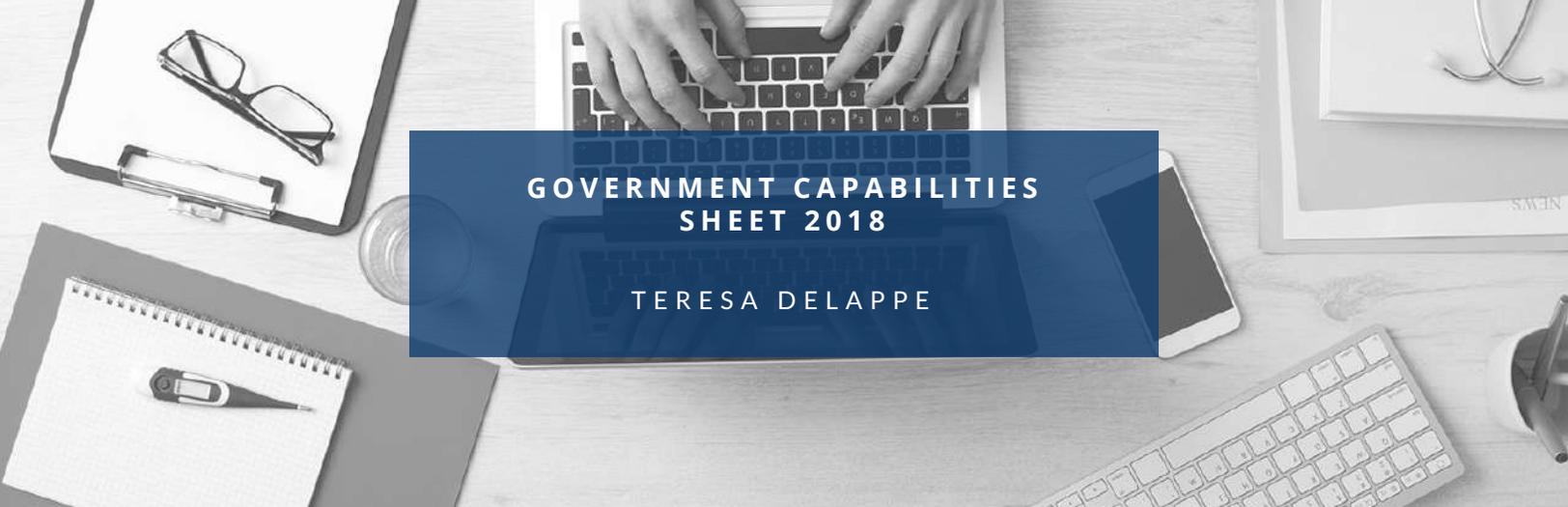
Seattle Children's
HOSPITAL • RESEARCH • FOUNDATION

Seattle Children's Hospital is nationally ranked in all 10 Best Children's Hospitals specialties. It is a 407-bed general children's facility with more than 15,000 admissions in the latest year reported. It is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and serves as the pediatric and adolescent academic medical center for Washington, Alaska, Montana and Idaho – the largest region of any children's hospital in the country.

Summary of services

Engagement with Seattle Children's Hospital (SCH) CIO and CTO to lead a portfolio of IT Innovation and Optimization technology initiatives. Examples below but not limit to:

- Virtual Desktop Infrastructure deployment: Enable, Engage, Define, Execute, Enhance (same detail as Sutter Health)
- Concussion Program: Work collaboratively with research MD's, clinic staff, and athletic trainers to integrate the use of a mobile tablet to collect real-time data on the sports fields to document, define and consult on contusion protocols and tracking from field to clinic.
- Collaborative care through Telepsychiatry: Second-year child psychiatry fellows at the University of Washington had provided on-site consultation at a number of Seattle school-based health centers (SBHC) as part of the "Reaching for Excellence Project (RFEP)." The project, a collaboration between the University of Washington/Seattle Children's Hospital and Public Health-Seattle & King County, aimed to increase collaboration between child psychiatry providers and SBHC staff and enable SBHC staff to increase their knowledge and ability to provide evidence-based mental health treatments to school age youth. DeLappe Consulting facilitated the assessment of workflows, collaboratively worked with IT to define technology platform to facilitate remote collaboration, engaged, trained and communicated with hospital and school-based counselors.
- Neonatology consult program: Partnered with SCH Neonatology providers, NICU and transport teams to assess, define, deploy and optimize mobile device and application for secure viewing, sharing and storing of pictures and videos.



GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

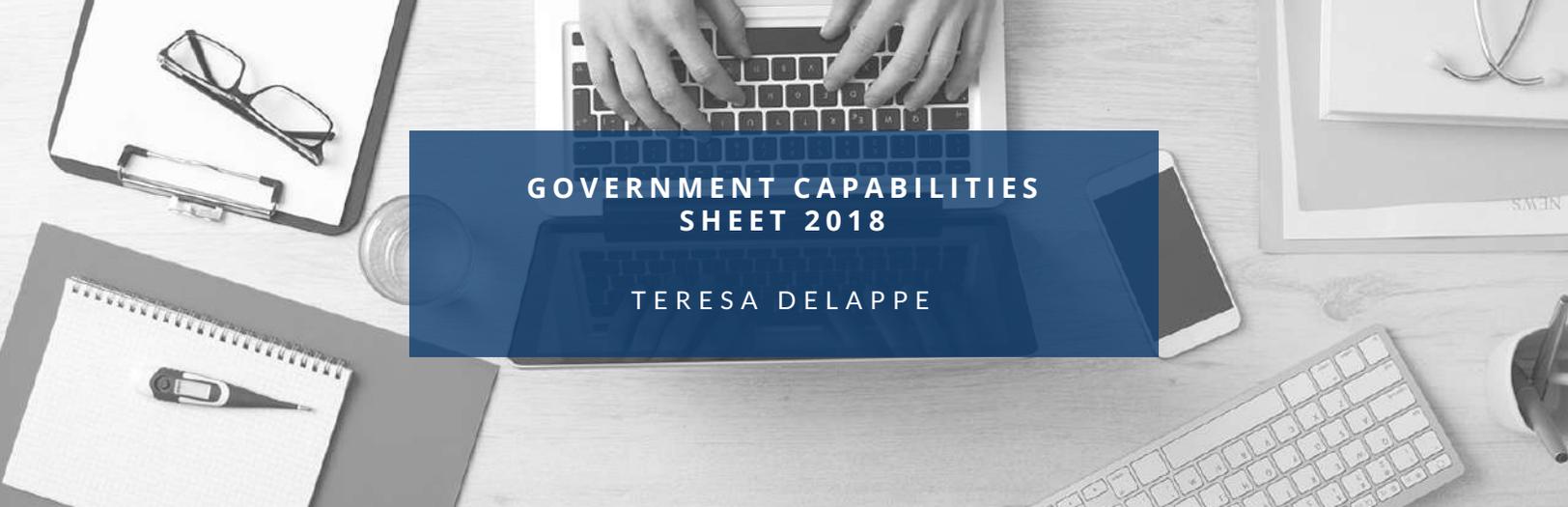
Past Performance



Airlift Northwest, a program of the University of Washington School of Medicine and Harborview Medical Center, provides flight transport via helicopter and fixed wing aircraft for patients needing intensive medical care in Washington, Idaho, Montana and Alaska.

Summary of services

- On behalf of Seattle Children's Hospital, worked with Airlift Northwest (ALNW) to assess, evaluate, define and deploy a mobile technology platform to facilitate the ability for airlift flight nurses to have video communications back with NICU Medical Control Attending for real-time consultation and patient stabilization prior to flight out.
- Functioned as a proxy for IT in working with the flight teams to define devices and applications that would support their workflows, develop guidelines for device and imaging management, communicate/train/advise flight staff.
- On-going consultation with IT and flight teams to optimize the technology and redesign workflows as needed.

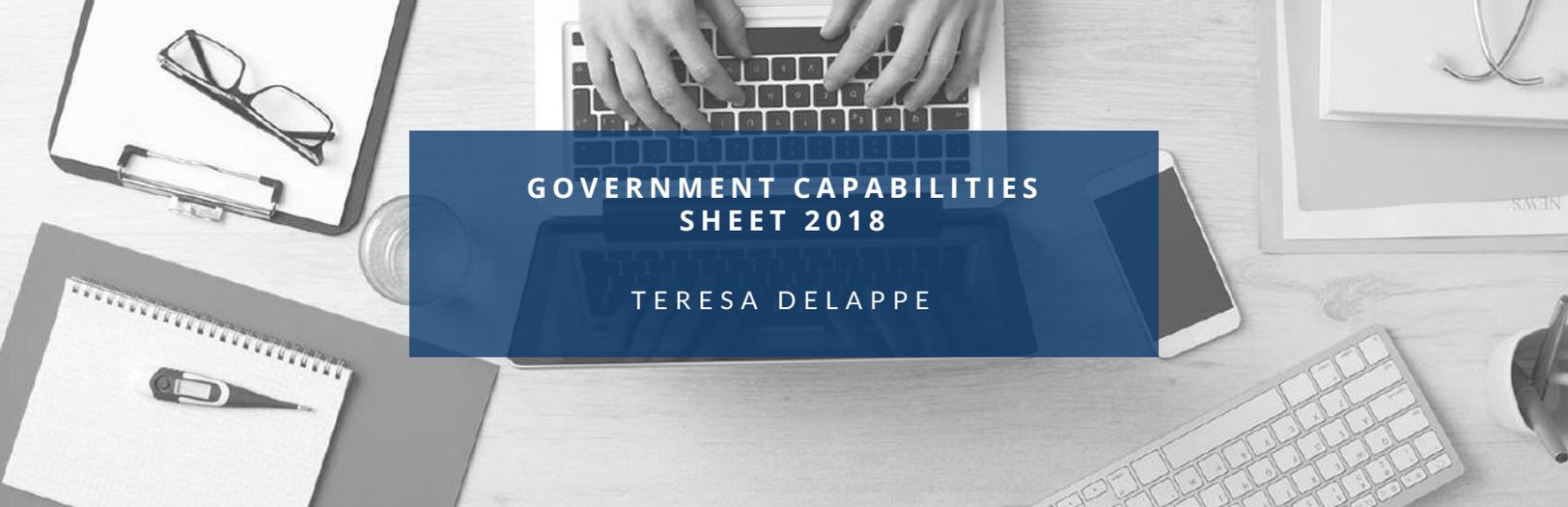


GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

Experience

- Experience working within large healthcare systems spread across a vast geographical setting.
- Experience working within academic, government, public safety net, trauma, profit and non-profit healthcare systems.
- Ability to build and manage relationships with healthcare partners, physician medical groups, independent partners, external vendor partners, and key hospital leadership to champion the program from conceptualization, deployment and optimization.
- Ability to network and bring in specialist as client needs and the initiative dictate.
- Collaboratively develop large scale deployment strategies and translate them into achievable deployment timelines in multidisciplinary environments.
- Experience working with healthcare systems and their vendor partners to define an approach that not only represents the technology but also aligns with clinical/operational objectives and patient care outcomes.
- Partner with key stakeholders to observe, evaluate and assess current state workflows, including internal and external factors. Define gap analysis and workflow/technology redesign to achieve future state goals and outcomes.
- Define and monitor reporting metrics and analysis to establish and track program launch, progress, and timelines.
- Function as a proxy between technology engineering teams and clinical subject matter experts to ensure continuous exchange of critical and technical information necessary to support project timeline, clinical workflows and outcomes.



GOVERNMENT CAPABILITIES SHEET 2018

TERESA DELAPPE

About DeLappe Consulting

Teresa founded her healthcare career spending 15 years working at the University of Washington's Harborview Medical Center, in Seattle, WA. She leveraged the clinical, operational and process improvement work conducted during her time at Harborview to become recognized today as a valued consulting partner for several major healthcare systems, physician medical groups and vendor partners. In 2014, Teresa founded DeLappe Consulting, LLC with a specific focus in championing the design, marketing and launching of strategic business, technology and clinical initiatives. The differentiator for the DeLappe team is that they all have a career that was founded working within a healthcare setting. They have worked the front lines, delivered patient care and participated in the healthcare delivery dance. The teams background and understanding of clinical workflows gives them the "street credibility" needed to garner true partnerships with clinical and operational stakeholders. They understand the importance of the human factor in the delivery of patient care and that the focus should not only be on the technology, but everything above and beyond the technology.



**"Technology can transform healthcare but going
Beyond the Technology can transform a life."**

- Teresa DeLappe
Founder & President