



JTG Consulting Group HIT Staffing 2022

LIS-Focused HIT Staffing from a Vendor-Agnostic Boutique HIT Firm



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Why This First Look?

The number of patients with chronic diseases is increasing, which adds strain on laboratory information systems (LIS) and the staff who manage them. To meet this demand and the acceleration of value-based care, laboratories can't be an afterthought anymore; they need improved integration and more up-to-date systems supported by expert laboratory personnel. JTG Consulting Group provides staffing services for a wide range of HIT solutions but focuses heavily on the laboratory space. This report evaluates the experiences of their healthcare clients.

What Does JTG Consulting Group Do? (a client explains)

"JTG Consulting Group provided resources who understood clinical laboratories on an operational level and could provide services to complement my staffing needs to support my labs. The firm helped with a couple of different applications. We were converting instrumentation from one platform to another. The firm worked with the local labs to get the build in place, test things, and get things moved to production." —Manager

Bottom Line

Most interviewed clients are highly satisfied with JTG Consulting Group's HIT staffing services and experience strong partnerships with JTG staff and executives. Clients use the firm mostly for implementation projects that involve Sunquest, Epic, Cerner, or other LIS solutions. Respondents share that the firm's deep expertise enables high levels of customization but that this expertise is limited to a small number of technology vendors due to the firm's size. Respondents also cite the need for more transparency in the initial contracting phase and around ongoing billing.

Key Competitors

(provided by JTG Consulting Group)
Divergent, HCTec, Nordic, Optimum Healthcare IT

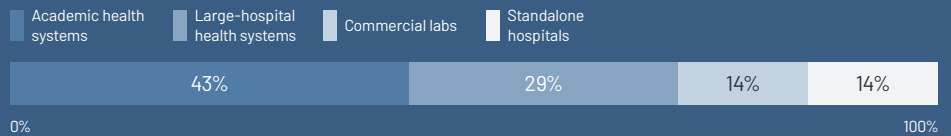
Top Reasons Selected

Deep expertise in the laboratory market, high experience with Sunquest solutions, referral from an outside lab, personnel with prior experience working at the applicable software vendor company

Number of Clients Interviewed by KLAS

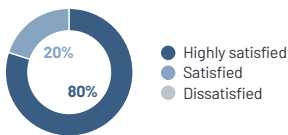
10 individuals from 7 unique organizations (JTG Consulting Group shared a list of 9 unique organizations; the list represents 90% of the clients that have worked with the firm in the last 18 months and are eligible for inclusion in this study)

Survey Respondents—by Organization Type (n=7)

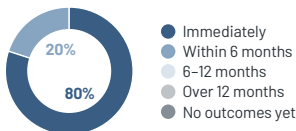


JTG Consulting Group HIT Staffing Client Experience: An Initial Look

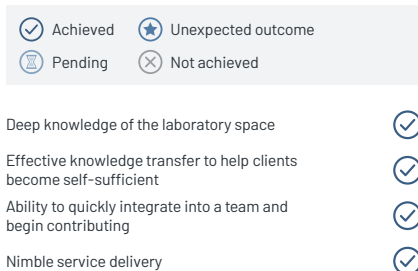
Overall Client Satisfaction (n=10)



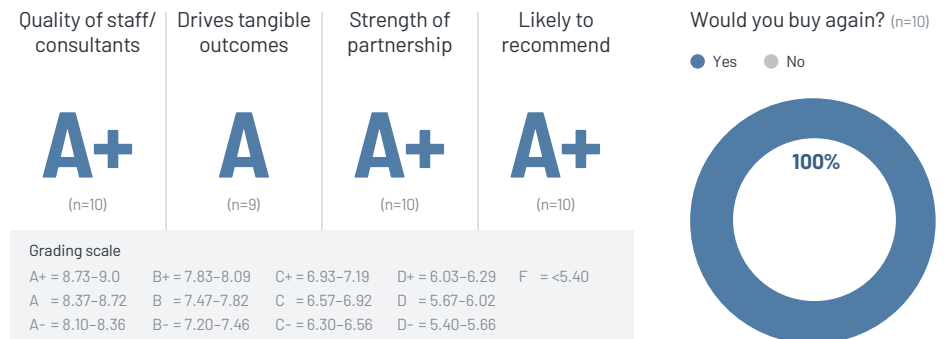
Time to See Outcomes (n=10)



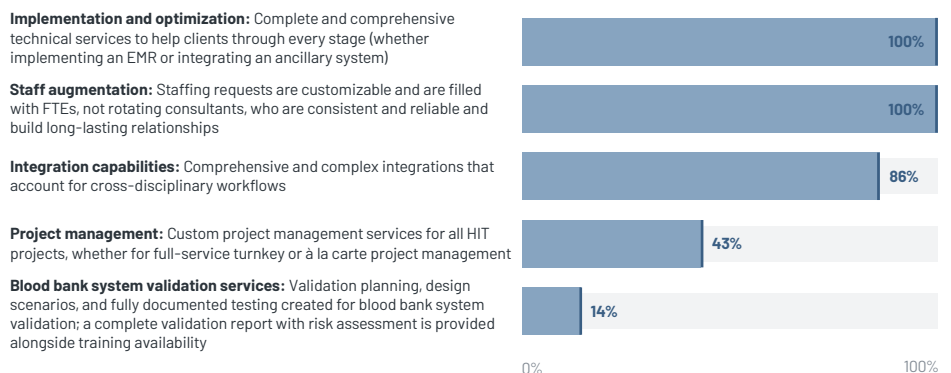
Outcomes Expected by Clients



Key Performance Indicators (1-9 scale)



Adoption of Key Services—by Organization Percentage of interviewed organizations using services (n=7)



Strengths

Very strong customization ability and operational flexibility

Deep expertise that enables the firm's personnel to immediately step into a role and be independent

Strong partnership that is reflected in high responsiveness and open communication channels with both staff and executives



"JTG Consulting Group's strength is the flexibility they bring to the table. We weren't forced to follow all the steps everybody else was doing. We could use the firm to tailor or customize the software to our needs. The software is a tool for me to do my job; I shouldn't have to run around to accommodate the software." —Director

"I am not a fan of working with consultants in general because a lot of consultants aren't up to speed with where we need them to be. When we were first introduced to the people from JTG Consulting Group, they made great impressions. The engagement ended up being great. We spoke the same language, and the consultants were assertive and intelligent people that knew their stuff." —Analyst/coordinator

"If I am uncomfortable with something, I can speak my mind and work with the firm to come up with an alternative. I work directly with many of the executives because they are all accessible and responsive. I haven't had any issues with reaching out to people. JTG Consulting Group will get 100% of things done." —Manager

Opportunities

Several clients cite a need for the initial contract process to be more transparent, detailed, and flexible

There is a lack of tools to provide proactive transparency regarding billing hours

The firm's size limits the number of systems they have deep expertise in



"As far as weaknesses go, the firm could have more flexibility in negotiating the contracts and learning more about the specific areas the customer is working in. If JTG Consulting Group understood more about our work and the software we were implementing, I think they would be able to help our needs more." —Director

"I have to ask how many billing hours we have, and there is no portal, so we and the firm separately keep track. It would be nice if there were a portal we could check to see how many hours are left in a project." —Manager

"A couple of weaknesses we have seen in the firm are that the firm is fairly small. The firm just doesn't have knowledge for a bunch of other systems. I think the knowledge of our specific system is the firm's specialty. Maybe the firm's limited knowledge is not an absolute weakness, but the firm isn't going to do everything for us." —VP/Executive

KLAS' Points to Ponder

The Positives: JTG Consulting Group provides consulting services that help maximize provider interoperability, improve operational efficiency, and increase revenue opportunities. The firm focuses on creating a cultural fit with clients to ensure success with cross-functional services. JTG modifies their methodologies based on client input to ensure needs will be met on project completion. Clients are highly satisfied overall and have engaged the firm for projects ranging from diagnostic equipment implementation to setting up interoperability between enterprise and departmental systems.

Organizations should consider the following:

The Long-Term Viability in Healthcare

Value-based care will drive a focus on better application interoperability to support financial services, operations, traditional care modalities, and virtual care. Consulting firms with deep expertise in system implementations, application integration, and diagnostic equipment integration will help position providers for success. Firms like JTG that focus on understanding an organization's culture will be more successful at managing and delivering projects. Competition will be challenging for all firms. JTG is in a strong position thanks to their niche technical service capabilities.

Diagnostic Equipment

New diagnostic equipment is emerging on the market to help improve pathology services and help physicians diagnose and manage patient illness. The data from this equipment must be captured by the laboratory systems for reporting, quality control management, and analytics. The results from diagnostic equipment must also be pushed to the EMR to ensure clinicians are reviewing a complete record from one application environment. Consulting firms with expertise in

implementing and integrating diagnostic equipment into departmental and enterprise systems will be valuable to providers, and JTG provides these services.

Niche Consulting Firms vs. the Big Four

Provider organizations can choose from different types of consulting firms for their IT projects depending on their needs. The big four consulting firms (Deloitte, KPMG, PwC, and EY) are very large firms with large consulting staffs to deliver a variety of services. Niche consulting firms are likely to have a smaller bench of very experienced and accomplished staff that can provide deep insights into specific issues. JTG is one of these firms, with niche consulting experience around diagnostic equipment and laboratory systems.

Project Testing Considerations

All healthcare IT projects should be designed to include testing phases to ensure all deliverables have been met and are functioning properly. Testing should be conducted in test environments that perfectly mimic the live application environments to ensure that healthcare operations are not negatively impacted. Testing



Mike Davis

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

phases for different components of the project should be milestones that control subsequent phases of the project. These testing phases should evaluate impact on workflow and data streams related to all relevant applications. JTG's project management designs support these types of testing processes.

JTG Consulting Group: Company Profile at a Glance

Founder

Jamel Giuma

Year founded

2018

Headquarters

Miami, FL

Number of clients

117 projects (10 unique organizations)

Target client

Hospitals, care organizations, government, private and nonprofit businesses

Average project scope

Several days to 18+ months, \$5K-\$1M+

Market

National, quickly expanding into global

Number of employees

14

Employee turnover

2021: 0.0%

Last three years: 0.2%

Revenue model

Flexibility surrounding model, based on time and materials, fixed fee, or retainer



Healthcare Executive Interview

Jamel Giuma,
President & CEO

Why was JTG Consulting Group started?

My background is in the lab. Knowing and understanding the importance of timely and accurate laboratory results and how they impact patient care is why this quickly became my passion—a passion that is shared by our entire team. Any given lab's ever-growing list of desperately needed healthcare IT-related requests and projects without the available resources to get them done isn't a new problem, and that is where I wanted to make an impact. At the end of the day, these are opportunities to not only improve the delivery of patient care but also improve healthcare employee satisfaction. My vision was to create a vendor-agnostic boutique healthcare IT consulting firm to provide custom IT support and solutions to health systems of all sizes, enabling them to maximize interoperability, operational efficiencies, and revenue opportunities.

What are JTG Consulting Group's capabilities?

- 1. Implementation and optimization:** We offer complete and comprehensive technical services to help our clients through every stage of the implementation and optimization process (whether implementing a brand new EMR or integrating an ancillary system or device).
- 2. Staff augmentation:** JTG has a vast network of healthcare IT, clinical, and administrative professionals, whether the need is for a consultant, temporary employee, temp-to-hire, or full-time employee.
- 3. Managed IT services:** JTG offers a wide range of managed IT services, and we can provide the temporary extra support needed during big projects and transition periods or provide long-term support and maintenance. Our consultants have experience with all major healthcare IT applications, including but not limited to Epic, Cerner, MEDITECH, Sunquest LIS, CoPath, PowerPath, Data Innovations, ELLKAY, McKesson, Allscripts, NextGen Healthcare, GE Healthcare, and Atlas. Our consultants also have strong subject matter expertise in EMR, LIS, healthcare, and laboratory operations.
- 4. Project management:** We offer custom project management services for all healthcare IT projects, whether it is a full-service turnkey project management solution or à la carte project management services to help through a particular phase of a project.
- 5. Blood bank system validation services:** JTG offers validation services compliant with regulatory requirements and agencies. We create the validation plan, design scenarios, and perform and fully document testing for Installation Qualification (IQ), Operational Qualification (OQ), and Performance Qualification (PQ). A complete validation report including risk assessment is provided, and training is available.
- 6. Custom services:** As a boutique consulting firm, JTG has the flexibility to provide custom solutions and services to meet our clients' needs.

What are JTG Consulting Group's biggest differentiators?

JTG places a strong emphasis on being the right cultural fit for our clients' organization and looks to evolve with the ever-changing needs of their operations. We understand the importance of being a cornerstone team member and enter our projects with the intention to be there when it counts most, going the extra mile during the long haul of implementation and homestretch of project execution. Three key differentiators are our integration capabilities for comprehensive and complex integrations that account for cross-disciplinary workflows, staff augmentation of a dedicated team of professionals who are FTEs, and nimble services. No matter where the client is in their healthcare IT transformation journey, we provide the personalized and collaborative approach needed to make the client's vision a reality. We are agile, responsive, and dedicated to the client's long-term success.

How can a provider organization prepare to be successful with JTG Consulting Group?

To be successful, provider organizations should involve JTG sooner in the process rather than later to minimize potential project-rescue situations. They should also communicate and level set frequently with leadership, IT, lab, vendors, and all internal and external stakeholders to ensure alignment. Also, they should keep provider and patient experience at the forefront in all phases of project planning and keep the voice of providers and patients in consideration throughout the entire project. Provider organizations should also actively participate in the process and with regular status/alignment calls.

Report Information

JTG Consulting Group Performance Overview

All standard services performance indicators

Loyalty			
Would you buy again (percent of respondents that answered yes)	(n=10)	100%	
Overall satisfaction (1-9 scale)	(n=10)	A+	
Likely to recommend (1-9 scale)	(n=10)	A+	
Operations			
Engagement execution (1-9 scale)	(n=10)	A	
Relationship			
Executive involvement (1-9 scale)	(n=9)	A+	
Strength of partnership (1-9 scale)	(n=10)	A+	
Services			
Quality of implementation staff (1-9 scale)	(n=10)	A+	
Strategic expertise (1-9 scale)	(n=10)	A	
Value			
Money's worth (1-9 scale)	(n=9)	A	
Avoids nickel-and-diming (percent of respondents that answered yes)	(n=8)	100%	
Drives tangible outcomes (1-9 scale)	(n=9)	A	
Exceeds expectations (percent of respondents that answered yes)	(n=10)	80%	
Grading scale			
A+ = 8.73-9.0	B+ = 7.83-8.09	C+ = 6.93-7.19	D+ = 6.03-6.29
A = 8.37-8.72	B = 7.47-7.82	C = 6.57-6.92	D = 5.67-6.02
A- = 8.10-8.36	B- = 7.20-7.46	C- = 6.30-6.56	D- = 5.40-5.66
F = <5.40			

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' 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.

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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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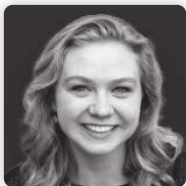


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Our Mission

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

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www.KLASresearch.com

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