



Healthcare

Capability Statement



Our expertise improves the performance, efficiency, and effectiveness of healthcare organisations.



About Rivor

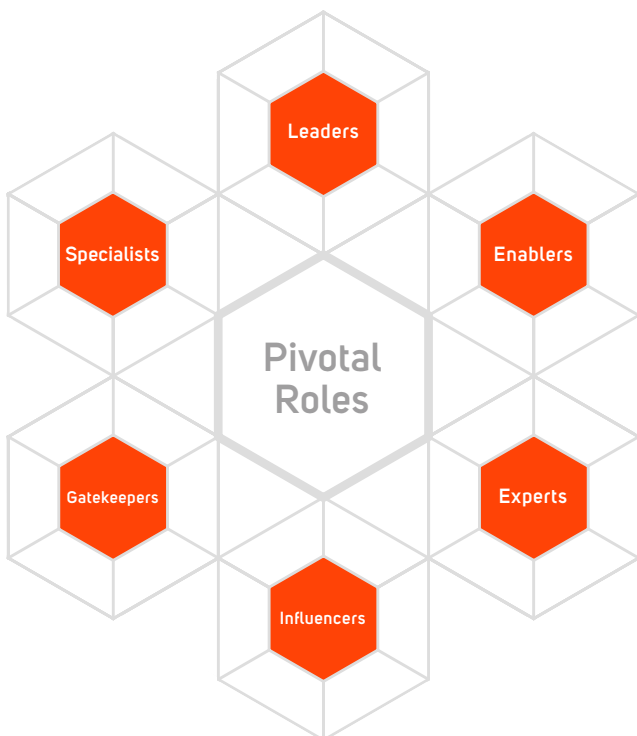
Rivor Advisory is a specialised and independent member of a global enterprise employing more than 4,000 people and providing business and technology-related services to various organisations and industries throughout the USA, Europe, Africa, and Australasia. For more than 40 years, our Group has collectively assisted in transforming the businesses of some of the world's largest and most respected organisations. The ability of Rivor to tap into our group's vast expertise and global reach enables us to extend our support to organisations worldwide, all while operating from our Australian base. In doing so, we are proud to offer a seamless blend of local insight and global proficiency, ensuring our clients can take advantage of proven healthcare solutions specifically tailored to their unique needs.

Making it work

Ours is a distinctive and highly practical advisory approach that is driven by our mission to 'make it work.' It starts with recognising that only people can create value and identifying and optimising the pivotal roles that play a decisive role in the success or failure of any project, process, or undertaking. These roles wield substantial influence over outcomes, and our in-depth understanding and analysis of them empower us to craft our innovative and tailored performance, workforce, technology, and service architecture solutions. These solutions, in turn, enhance individual efficiency, promote collaborative excellence, and foster a culture of continuous development.

Focus on the pivotal roles

In every organisation there are pivotal roles that determine the success or failure of any undertaking. At Rivor, our starting point is to identify and optimise those pivotal roles so we understand who they are, what they do, and how they can best work together to help create value.



Leaders

We assist leaders by providing them with tailored guidance, resources, and strategies to enhance their decision-making abilities, foster effective communication, and inspire cohesive teamwork within their organisations.

Enablers

We assist enablers by providing them with streamlined tools, efficient processes, and comprehensive guidance to enhance their effectiveness in facilitating the achievement of those goals and objectives.

Experts

We aid experts by providing them with specialised resources, advanced tools, and collaborative platforms that further augment their knowledge, refine their skills, and facilitate their ability to contribute significantly to their respective fields and the overall organisational objectives.

Influencers

We support influencers by providing them with tailored resources, effective strategies, and insightful guidance to amplify their impact, expand their reach, and enhance their ability to inspire and drive positive change among their communities.

Gatekeepers

We assist gatekeepers by providing them with streamlined tools, efficient processes, and comprehensive support to optimise their compliance and decision-making procedures, ensuring a smoother flow of information and resources.

Specialists

We support specialists by offering them targeted resources, advanced tools, and a collaborative environment that fosters their continued professional development, encourages innovation, and enables them to make impactful contributions.



Making Healthcare Work

The healthcare industry encompasses a vast and complex ecosystem of organisations, professionals, technologies, and services dedicated to maintaining and improving people's health. It includes a wide range of sectors such as hospitals, clinics, pharmaceuticals, biotechnology, medical devices, health insurance, research institutions, and more. The industry plays a crucial role in diagnosing, treating, and preventing illnesses, as well as promoting overall well-being.

Rivor's expertise in the healthcare industry encompasses a wide range of services aimed at improving the performance, efficiency, and effectiveness of healthcare organisations while ensuring they meet regulatory standards and deliver high-quality patient care. We offer a range of expert advisory services designed to assist healthcare organisations.

Operational Efficiency

Streamlining processes and workflows to improve efficiency, conducting operational assessments to identify areas for optimisation, and implementing technology solutions to enhance operational efficiency.

Financial Management

Advising on financial management and budgeting, conducting financial assessments and recommending cost-saving measures, supporting the development of sustainable financial models.

Regulatory Compliance

Ensuring healthcare organisations adhere to local, national, and international regulations, providing guidance on regulatory changes and updates, and conducting compliance assessments and audits.

Quality Improvement

Developing strategies to enhance the quality of patient care, implementing quality improvement programs and initiatives, and conducting performance assessments and recommending improvements.

Health Information Technology

Advising on the selection and implementation of health information systems, ensuring interoperability and data security in healthcare IT systems, and supporting the integration of electronic health records (EHR) and other technologies.

Risk Management

Identifying and assessing risks in healthcare operations, developing risk management strategies and protocols, advising on liability issues.

Strategic Planning

Assisting in the development of long-term strategic plans for healthcare organisations, offering guidance on organisational structure and governance, supporting leadership in decision-making processes.

Our Ability Tools®

Developed to unlock your true potential and to tap into the inherent strengths, talent, and resources that lie within, our Ability Tools have been built on years of practical experience and know-how. Acting as an alternative to traditional consulting approaches, our Ability Tools are like smart guides that help you understand what you're doing well and what needs to get better. They direct attention to your strengths, helping you get better and pushing you closer to achieving your goals. At the same time, they also point out where you might be heading in the wrong direction, provide guidance on how to fix things, and give you the insight you need to quickly get back on track. These tools are designed to dig deep into how value is created, making sure you're ready and able to handle whatever comes your way.

Unlock your potential

Ability Tools that have been developed to specifically assist the healthcare sector include:



Work to Pay

Employee payment is commonly viewed as detached from overall operations. Yet, it's intricately tied to upstream activities in the Work to Pay lifecycle. A proficient Payroll service necessitates a realignment of workforce activities to prioritise the concept of Work to Pay.

Our comprehensive Work to Pay solution promises heightened productivity, reduced operational costs, and improved organisational outcomes. It enables the organisation to strategically build, deploy, and reward its workforce for optimal performance. With its built-in streamlined processes and accurate compensation, it fosters transparency and confidence in decision-making.



Workforce Future

Imagine having a comprehensive understanding of workloads, the nature of work, changing complexities, and emerging pressures within your organisation. With Workforce Future, you'll have real-time visibility into these critical factors, enabling you to optimise your workforce like never before.

Our platform equips you with the knowledge needed to make strategic investments in your workforce, identify priority areas where additional resources or skills are required, and ensure that your employees are deployed in the most efficient and effective manner. By aligning your workforce with your organisational goals, Workforce Future allows you to achieve unparalleled productivity and success.



Project Snapshots

Rivor has successfully undertaken many client engagements throughout our 25 years of operation. These examples serve to showcase our proven expertise in evaluating and improving the robustness and efficiency of healthcare performance, workforce, technology, and service architectures.

Performance

Performance Measurement

Developed a tailored Executive financial management reporting and monitoring framework, specifically designed to accommodate the unique Funder Owner Purchaser and Provider service model adopted by the organisation. Employed strategic insights and industry best practices to ensure comprehensive financial oversight and streamlined reporting processes, fostering improved decision-making capabilities and sustained organisational growth.

Performance

Cost Management

Employing an advanced costing review, we leveraged cutting-edge Engineering Simulation technology and Activity-Based Costing. This potent combination ensured precise cost analysis, empowering data-driven decision-making and optimising resource allocation. The result: heightened efficiency and cost-effectiveness, propelling the organisation to new heights of success.

Performance

Cost Management

Through a rigorous costing review utilising an advanced model, we identified substantial cost savings. Our expert quality assurance guidance empowered management to take decisive action, effectively implementing these savings. This comprehensive approach ensures tangible financial benefits and heightened operational efficiency for the organisation.

Performance

Operational Review

Conducting a cutting-edge organisational review, we leveraged advanced modelling to identify impactful cost savings and operational enhancements. Drawing on industry-leading best practices from local and global contexts, this review paved the way for strategic optimisation, ensuring the organisation remains at the forefront of excellence.

Performance

Shared Services Model

Conducted an in-depth review of current shared services for Accounts Receivable and Payables, identifying performance enhancements through benchmarking and best practices. This insightful analysis provides valuable insights to streamline operations, optimise financial processes, and drive exceptional performance, ensuring organisational efficiency and effectiveness.

Workforce

Workforce System

We offered essential project management support in selecting a workforce management system. This involved defining precise business requirements, skilfully conducting the RFP process, and adeptly negotiating commercial terms. Through meticulous management, the organisation secured an optimal workforce management solution, tailored to their specific needs, ensuring operational efficiency and productivity.



Workforce

HR & Payroll Implementation

We provided invaluable assistance in implementing a new HR/Payroll system across 19 entities, spanning over 15,000 employees. The project focused on standardising the payroll service model while crafting tailored HR solutions for each entity. This strategic approach ensures consistency, efficiency, and personalized support to optimise HR operations and payroll management company-wide.

Workforce

HR/Payroll Review

Conducted comprehensive HR/Payroll reviews for multiple Public Hospitals, ensuring efficient and integrity-driven operations. These evaluations, often requested as part of Internal Audits, optimise processes, enhance financial integrity, and foster compliance, providing valuable insights to strengthen HR and Payroll functions within the healthcare institution.

Workforce

Payroll Review

Conducted a comprehensive review of HR/Payroll functions, evaluating opportunities for optimisation in technology and processes after SAP Payroll and SuccessFactors implementation. This assessment ensures seamless integration, identifies areas for enhancement, and maximises the potential of the new systems, driving operational excellence and efficiency in HR and Payroll operations.

Workforce

Payroll System

We offered expert project management support for implementing a payroll system, acting as the client's project manager to oversee and coordinate the vendor's project management. This integral role ensured a seamless collaboration between all parties, fostering a successful and efficient payroll system implementation that met the client's needs and objectives.

Workforce

Payroll Review

Performed a comprehensive review of end-to-end Payroll processes to assess operational risks related to employee pays after implementing the new RT&A system. This meticulous evaluation ensures payroll accuracy and compliance, mitigating potential risks and optimising the efficiency of the payroll system for seamless operations.

Workforce

RT&A System

Successfully conducted three selection projects for public health networks, comprising 20,000+ employees within a complex industrial setting. Provided end-to-end assistance in selecting an RT&A system, encompassing defining business requirements, conducting RFP, negotiating commercial terms, and offering ongoing Quality Assurance. Ensured a seamless and optimised RT&A solution for efficient workforce management.

Workforce

HR Shared Services

We collaborated with the organisation to craft an innovative shared service delivery model for HR support services. This transformative project involves a comprehensive reengineering of current practices, driving performance to surpass industry benchmarks, fostering operational excellence and elevating the organisation's HR support capabilities.

Workforce

Payroll Review

Conducted an independent review of the end-to-end payroll processes and service quality, evaluating the performance of a 3rd-party outsourced payroll service provider. This meticulous assessment ensures transparency, identifies potential improvements, and optimises payroll operations, fostering a productive and seamless payroll service experience for the organisation.

Workforce

HR/Payroll Shared Services

Pioneered a virtual shared service for HR/Payroll delivery, effectively serving 16,000 global employees. Devised and developed the new HR/Payroll service, managing its full implementation across the entire Group. This transformative initiative ensured seamless, efficient, and unified HR/Payroll support, optimising workforce management and enhancing operational performance company-wide.



Workforce

HR System

Conducted a comprehensive review of HR functions to optimise technology and processes, following the initial implementation of Tier #1 HR components. Recommendations were tailored for upcoming components, focusing on HR team structures and processes to leverage business rules and functionality, ensuring a seamless and efficient HR operation.

Workforce

Payroll Integrity

Implemented crucial modifications to the payroll processes and procedures, specifically targeted at enhancing the precision of payroll calculations. These adjustments effectively addressed numerous unresolved employee queries, contributing to an overall improvement in the accuracy and efficiency of the payroll system.

Workforce

Payroll Optimisation

Conducted a comprehensive review of the Payroll function to identify areas for enhancement, focusing on improving employee experience, optimising function productivity, and bolstering overall integrity. This evaluation included a thorough assessment of processes and the supporting technological infrastructure, laying the groundwork for effective improvements.

Workforce

HR/Payroll Implementation

Effectively oversaw the global implementation of an HR/Payroll system, establishing adaptable universal processes tailored to accommodate the unique aspects of each entity. This initiative resulted in significant performance enhancements and a notable increase in standardisation across the different entities.

Workforce

Workforce Planning

Formulated a comprehensive Workforce Strategy entailing the integration of workforce design and coordinated planning for service, financial, and workforce data. Devised a forward-looking workforce model tailored for Nursing & Midwifery and Allied Health, emphasising proactive workforce modeling to anticipate future risks, requirements, and supply-demand dynamics, encompassing Residential Aged Care settings.

Technology

Financial Systems

Played a vital role in the re-implementation of comprehensive financial systems for a major Hospital Zone, encompassing all aspects of the finance function. This transformative initiative optimised financial management processes, bolstered data accuracy, and empowered the organisation with efficient financial controls and reporting capabilities.

Workforce

Payroll Integrity

Conducted a detailed review of the payroll system and associated processes, examining the intricacies to ensure a thorough understanding of the fundamental integrity of the payroll function. This initiative sought to collect comprehensive insights into the system's reliability and accuracy.

Workforce

Workforce Planning

Crafted an all-encompassing Workforce Strategy and operational plans, integrating service demand and workforce supply modeling. Devised a dynamic supply-demand model tailored to rural, regional, and remote health services on a state-wide scale, focusing on nursing, midwifery, allied health, and medical services to meet specific regional requirements.

Technology

CRM Review

Conducted a thorough business risk assessment of the CRM system ahead of implementation, with a focus on evaluating its strategic value and assessing the organisation's readiness for the upcoming implementation. This comprehensive review ensures a seamless and well-prepared integration, maximising the CRM system's benefits and aligning with the organisation's objectives.

Technology

Billing System

Led the selection and implementation of a billing system, enhancing revenue capture and management for the hospital. This successful project resulted in significant financial benefits, eliminating revenue leakage and fostering a more efficient and accurate billing process.

Technology

Payroll System

Offered comprehensive project management support during the implementation of a payroll system, assuming the client's project manager role to oversee and coordinate the vendor's project management activities. Efficiently managed the entire process, ensuring seamless collaboration and successful execution within the designated timeline and budget.

Technology

Workforce System

Delivered adept project management aid during the selection of a workforce management system, entailing precise definition of business requirements, comprehensive RFP execution, and skilful negotiation of commercial terms. Ensured a seamless process, aligning the chosen system with the organisation's needs within the allocated budget and schedule.

Technology

HR & Payroll System Implementation

Aided in deploying a new HR/Payroll system across 28 entities, encompassing 20,000+ employees. Orchestrated a standard payroll service model integration while tailoring a cohesive HR model across diverse entities. Ensured seamless implementation, fostering uniformity and customisation to meet unique operational requirements.

Technology

RT&A System

Managed three selection projects for public health networks, covering 20,000+ employees in a complex industrial setting. Delivered comprehensive assistance in selecting an RT&A system, overseeing the end-to-end process including business requirement definition, RFP execution, and commercial term negotiation. Provided continuous Quality Assurance support throughout the project lifecycle.

Service

Operational Review

Performed an organisational review, employing advanced modelling techniques to identify potential savings and operational enhancements. Leveraged industry-leading best practices, both domestically and globally, to inform the review, ensuring comprehensive insights and strategic recommendations for optimised operational efficiency and sustainable cost reduction.

Service

Shared Services Model

Performed an exhaustive review of current shared services for Accounts Receivable and Payables, identifying performance enhancements based on comprehensive benchmarking and industry best practices. Leveraged insightful analyses to recommend strategic improvements, optimising operational efficiency and ensuring the implementation of best-in-class service delivery protocols.

Service

Product Strategy

Performed a comprehensive strategic review of an existing product to evaluate the viability of additional investment. The assessment encompassed a thorough market analysis and an in-depth examination of the potential profit margins expected from future investments, providing valuable insights for informed decision-making and optimised resource allocation.



Healthcare

Contact us

For an obligation-free conversation about how you can leverage our healthcare sector expertise in your organisation, please contact me.

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