



Data Sheet

Change Management Services

Accelerate Returns from Transformation Initiatives

As the healthcare industry continues to shift to consumer-centric and value-based models, managing change well becomes an imperative—and a prerequisite for delivering great experiences to all stakeholders.

Change Management Services from Cognizant deliver healthcare organizations the proven structure, methodologies and tools necessary to ensure successful change and transformation, whether in a major clinical area or organization-wide. We enable providers to plan, implement and sustain the change required in a wide array of initiatives, including:

- Implementing new business and operating models, such as value-based care and patient-centered processes.
- Integrating processes and systems after

Change Management Services offer these benefits:

- Smooth change implementation and proactive mitigation of obstacles based on a methodology that anticipates and addresses the impact of change on people, processes and technology throughout the organization.
- Optimal performance as change is implemented through organizational redesign, training to fill skills gaps and comprehensive governance models.
- Faster adoption of—and greater ROI from—new processes and tools in the organization through a proven methodology for guiding change and transforming culture.
- Clear, timely and consistent communications about change initiatives through a two-way communication network.
- Enhancement of program approval accuracy by adhering to established guidelines and criteria.

mergers or acquisitions.

- Deploying complex systems, including EHRs, care and population management, administrative and more.

- Restructuring the organization.
- Complying with new regulations, such as MACRA.

Complete End-to-End Offerings for Effective Change

Our Change Management Services encompass these key areas to deliver the full range of planning and implementation needed to ensure effective change that delivers expected outcomes:

- Organizational Readiness Assessment
- Stakeholder Analysis and Engagement

- Communication Strategy, Planning and Execution
- Change Impact Assessment and Analysis
- Organization Design
- Skill Gap Assessment and Training Needs Analysis

Learn More

Contact a Cognizant representative today at cognizantprovider@cognizant.com to learn more about our Change Management Services and how they enable providers to smoothly implement and sustain the success of new initiatives.

About Cognizant

Cognizant's Healthcare Business Unit works with healthcare organizations to provide collaborative, innovative solutions that address the industry's most pressing IT and business challenges—from rethinking new business models, to optimizing operations and enabling technology innovation. A global leader in healthcare, our industry-specific services and solutions support leading payers, providers and pharmacy benefit managers worldwide. For more information, visit www.cognizant.com/healthcare.



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