

Considering Employment with Navin Haffty?

Here are some Frequently Asked Questions (FAQs) to support your decision:

Why Navin Haffty?

Navin Haffty works diligently to make sure our team members feel valued. We treat each with an unmatched level of care and professionalism. We offer our team members:

- an opportunity to be part of a team, committed to providing excellent client service and growing their skills
- a dedicated Talent Manager, who will support you, connect you with the organization, and help you navigate challenges
- a complete compensation package that rivals or exceeds the competition
- a service model that includes timely processing of fees and expense reimbursement
- a personal approach to staffing new projects
- a support network to assist with building your skills and providing resources to help
- a reputation for integrity and quality
- a trusted relationship as MEDITECH's premier READY certified consulting firm

Our intent is to help each consultant achieve their professional goals and meet their needs for challenging and rewarding work. We practice an open-door policy, share information broadly and work to create a relationship of respect and trust. It is our sincere belief that if we treat each member of our team well, we will all benefit in the long run. This is the top reason why many choose to work with Navin Haffty and why we have vaulted past all other consulting companies in the MEDITECH market.

Who is Navin Haffty?

We are known throughout North America as the premier MEDITECH focused consulting firm. Since 2001, we have worked hard to differentiate ourselves from all other consulting companies with our ***trusted MEDITECH relationship***, our ***strong leadership team***, our ***loyal and growing client base***, and most importantly, our ability to attract some of ***the most seasoned consultants*** in the MEDITECH space. Our unique blend of leadership, relationships and resources has proven to be very successful. In fact, we are recognized as the ***largest MEDITECH services consulting firm***.

Our consulting services include implementations, upgrades, project management, strategic planning, interim staffing, training and system optimization. We believe strongly in the MEDITECH solution and the integration it provides. We strive to help our clients maximize their investment, improve financial outcomes and enhance patient care through their use of MEDITECH. Team members bring impressive operational, leadership and system experience. On average, Navin Haffty consultants have more than ten years consulting experience and more than 25 years in healthcare.

Our clients and associates can be found throughout North America and internationally. We are currently supporting projects in the U.S., Canada, and internationally. Information regarding Navin Haffty, the management team, and company history can be found on our website www.navinhaffty.com.

Who are your clients?

Navin Haffty provides staff to healthcare facilities utilizing the MEDITECH EHR throughout North America and internationally. Due in large part to our stellar reputation and numerous client referrals, our consultants provide services to over 100 health systems and hospitals per year. The number of engagements we staff continues to

grow, including new clients and a significant amount of repeat business. We are proud to have worked with more Expanse/6.x clients than any other consulting firm.

What is a typical engagement for consultants?

Recent engagements have included standardization efforts for multi-facility organizations, Expanse migrations and new implementations, assisting with the implementation and support of MAGIC and Client/Server CPOE projects, implementation planning, readiness assessments; revenue cycle assessments and optimizations; providing application optimization through assessments and training; interim staffing, and regulatory assessments. Assignments can last for a year or longer, while others may be weeks in duration.

How are engagements assigned?

We consider many factors when assigning staff to engagements, such as:

- client requirements, project scope and role
- consultant availability
- the consultant's ability to be successful
- the opportunity for the consultant to grow her/his skills
- geography

What is your compensation policy?

We have several compensation models, which include a rich benefits package and rewards for consultants' contributions to the organization and our clients, including performance and utilization bonuses. Refer to the "[Navin Haffty Employment Options](#)" document on the Careers page of our website for more detail. Consultants are paid every two weeks via direct deposit.

How do you handle travel reservations and expenses?

Consultants make their own travel arrangements and submit expense documentation on a weekly basis, as incurred. Consultants are encouraged to sign up for frequent flier and other reward programs. The rewards are yours to keep. These expenses are reimbursed twice a month and payment by direct deposit is available.

What is the travel expectation?

In many cases, clients expect consultants on-site four days per week. This is determined on a case-by-case basis for each consultant and assignment. Typically, consultants leave home on the first flight available Monday morning and return home Thursday evening.

What is the Navin Haffty bench policy?

When a consultant is not on a billable assignment, compensation for salaried employees is not affected; they receive 100% of their salary and benefits. Base plus employees will see a reduction in compensation due to reduced billable time. Additional information is available describing the two employment models.

Are professional development opportunities available?

There are many opportunities for professional development.

Product education and development. Typically, consultants assisting with implementations attend vendor classes along with the project teams. Consultants working with the MEDITECH EHR usually obtain access to the MEDITECH website for support and have access to MEDITECH's extensive web-based classes. Additionally, we have an Expanse sandbox environment available for consultants to practice their skills.

Consulting education and development. Every associate is assigned a manager, who is a member of our leadership team. In addition to working with you on engagements, managers serve as a resource for general questions, information, and access to our templates and tools as available and appropriate. Professional development also comes from contact with other associates, some of the best in the industry, during engagements. We facilitate various forums allowing you to exchange information and ideas with Navin Haffty's seasoned resources.

We help our consultants stay up to date on healthcare changes and company updates by hosting various programs throughout the year. These include:

- Professional Development Presentations and Best Practice Workshops: These presentations focus on identifying education, professional growth and training opportunities relevant to MEDITECH, healthcare informatics and regulatory compliance.
- Quarterly Town Hall Meetings: This meeting is a video call presented by company president John Haffty and other members of our executive leadership team to provide relevant information regarding the company and the industry.
- Company Meeting: This is all-employee event is dedicated to networking and professional development.

Who will help me as I transition into the company?

For consultants, a manager, peer guide and engagement executive will be appointed to you upon hiring. These three people play an intricate role during the start of your employment. The peer guide will provide support and guidance, show you how to access resources, help you understand our culture and assist with your transition. Your manager acts as your direct contact and support for all related issues, questions and professional development. Lastly, the engagement executive functions as your resource and/or liaison to your contracted client.

What are the characteristics of a great consultant?

Consultants need to be able to handle the demands of travel, have a pleasant confident personality, and maintain "a very thick skin." Beyond these attributes, the following are some of the many aspects that make a great consultant.

First and foremost, consultants need to possess solid product or project management skills. This includes not only being deeply skilled in your area of expertise, but also staying current with those skills, building on related products and being well versed on key integration points.

Second, one should have solid operational expertise, including a clear understanding of healthcare and related workflows. One must be skilled at building and optimizing the MEDITECH system, supporting clients' objectives and preparing them to meet their project goals.

Third, consultants should have a great understanding of standard project processes, tools, related governance models, and general expectations of project teams. This includes knowing how to serve and contribute to all roles and/or phases of a project from design, development, testing, training, Go-LIVE readiness and support.

Fourth, consultants should have solid communication (written and oral) and organizational skills. Clients look for consultants to be able to "plan the work and work the plan." You will need to stay organized on work tasks, understand dependencies, and provide accurate status reports and recommendations as needed. Of course, one's ability to understand the politics can be very important for a great consultant. Staying outside of

organizational politics and turf battles and exercising diplomacy always works best, remembering that consultants are not employees of the hospital and should remain removed from these issues.

Fifth, understand that the role of a consultant is transient. Clients expect once a consultant leaves the knowledge remains on-site. A consultant's worth is heightened when s/he leaves a client more self-sufficient than when s/he arrived.

Sixth, a consultant must foster a positive relationship with the client to enrich the relationship. The relationship typically remains with the client longer than the consultant. Fostering a positive relationship benefits the client and Navin Haffty, and the residual effect is positive for all parties.

Consultants may be asked to call on any or all of these attributes on any given day. All are very important but as important as these are, when consultants focus on doing the right thing by clients and their colleagues, they are more likely to achieve long-term success. Clients recognize and appreciate those who work collaboratively and maintain a team focus.