



# Business and IT consulting, with a healthcare standard of care

A Toronto consultancy that designs, builds and supports systems organizations can't afford to get wrong. The person who scopes your project is the person in the room at go-live.

## COMPANY OVERVIEW

### Who we are

RAAM Consulting & Solutions was founded by Roberto Nieto, Founder & Principal Consultant, after thirteen years in hospital systems across Ontario: eight inside hospital IT and five as an independent consultant, ten of them in Epic. We bring the discipline of clinical environments to every project: test everything, document as you go, and plan the rollback before the go-live.

## CORE SERVICES

### What we do

- **Business & Product Design.** Working out what's worth building before anyone builds it.
- **Management Consulting.** Improving how the work gets done, and helping people take on the change.
- **Technology & Architecture.** Making sure your systems hold up as you grow or the rules change.
- **System Development & Implementation.** Choosing, setting up and launching a new system, and staying with you through go-live.
- **IT Support.** Cloud, backups, security, printing, training and a help desk that answers.
- **Healthcare & Specialized Services.** Experienced Epic and clinical systems people, when you need them.

## HOW WE WORK

### What sets us apart

- One accountable person from scoping through go-live and stabilization.
- Testing and documented sign-off included in every project.
- Downtime procedures, a rollback plan and a named contact before every cutover.
- Documentation, runbooks and training, so your team can run what we build.

## EXPERIENCE

### The record

|                                                                    |                                                      |
|--------------------------------------------------------------------|------------------------------------------------------|
| 13<br>years in hospital systems across Ontario                     | 10<br>years building and supporting Epic             |
| 200+<br>pediatric oncology treatment protocols built and validated | 4,000<br>users in the largest organization supported |

Roles across 3 academic health networks, 2 community hospital systems, a pediatric academic hospital and an academic ambulatory hospital, including Orders/CPOE lead across every inpatient site of an academic health sciences centre.

## CREDENTIALS

### Certifications

|             |                 |               |
|-------------|-----------------|---------------|
| Epic Beacon | Epic Ambulatory | Epic Orders   |
| Epic OpTime | Epic Anesthesia | Epic Research |
| PMP         | Lean Six Sigma  |               |

Standards: PHIPA, HL7 / FHIR. Bachelor of Commerce, Business Technology Management, Toronto Metropolitan University.

## SECTORS

### Who we work with

- Hospitals and health systems
- Long-term care and community health
- Public sector and not-for-profit
- Professional services and mid-market enterprise

## WAYS TO ENGAGE

- Advisory and assessments
- Project delivery through go-live
- Epic and healthcare IT staffing
- Ongoing managed IT support