

Healthcare Organizations

Governance & Operations Consulting for Health Systems

THE CHALLENGE WE SOLVE

Healthcare organizations are growing but governance structures, operational workflows, and performance systems rarely keep pace. The result is diffuse accountability, reactive leadership, inconsistent service delivery, and compliance risk that compounds with every new program or expansion. ZenStrata exists to close that gap before it becomes a crisis.

“Growth without structural readiness is the fastest path to service failure.”

WHAT WE DELIVER

Governance & Org. Design	Authority mapping, RACI development, decision rights architecture, escalation frameworks, and leadership alignment so accountability is never ambiguous.
Operational Redesign	Workflow redesign, SOP development, SIPOC mapping, value stream analysis, and bottleneck elimination. From patient intake to billing and documentation.
Performance Management & KPIs	Executive dashboards, variance monitoring, and real-time analytics. So leadership sees what's actually happening, not last quarter's report.
Behavioral Health Operations	Authorization cycle optimization, contractor management, compliance infrastructure, and CSB performance advisory built from inside behavioral health systems.
Compliance & Risk Infrastructure	Regulatory compliance posture assessment, audit readiness, risk register design, and incident response protocol development.
Government Contract Readiness	Requirements traceability, compliance gap assessment, SWaM subcontracting plans, and past performance documentation for Virginia state and federal contracts.

WHAT YOU RECEIVE

- Documented governance structure with clear decision rights and escalation paths
- Standardized core workflows and SOP library across service lines
- Stability Index™ Score establishing your organizational readiness baseline
- 90-Day Stabilization Roadmap with assigned owners and defined milestones
- Government contract readiness documentation (SWaM-eligible engagements)



ENGAGEMENT & CREDENTIALS

ENGAGEMENT MODEL

Full STRATA™ engagement (\$18,000–\$38,000) or individual phases from \$4,500. Monthly retainers from \$2,500/mo.

CERTIFICATIONS

SWaM Certified (DSBSD) · eVA Registered · SAM.gov Registered · Eligible for CSB preferred vendor lists and DBHDS procurement preferences.

Schedule a Governance Readiness Assessment

zenstrataconsulting.com · Richmond, Virginia