

### EXECUTIVE SUMMARY

The Nevada Division of Public and Behavioral Health wanted to restructure both the licensing and certification processes for 11 of their health programs, so that it was one centralized process. The goal was to make it easier to monitor and maintain standardization state wide, to improve service and eliminate any duplicate work. A procurement for a new software solution was approved. The system needed to be able to administrate the new centralized model. The challenge was which vendor provided the best option.



### CHALLENGES

To create a strategy and rollout plan that all stakeholders agreed upon, and that was focused on where and how the centralization and standardization would be most effective. It was important to ensure the plan clearly outlined what was needed in a new software solution, and that all current deficiencies and compromising processes were resolved.

### SOLUTIONS

QuantumMark worked to facilitate an acceptable centralization plan across the health disciplines, working to map out current processes and problems to identify all non-value adds. We then developed a clear strategy addressing the gaps between current and future environments, an implementation plan, and helped to identify the best software and technology to implement.

### RESULTS

QuantumMark successfully brought together the centralization of the 11 licensing and certification processes, creating standardization across Nevada. QuantumMark's facilitation expertise, and our ability to predict and mediate potential road blocks, problems, and challenges were key factors in the success of the project. Our background of comprehensive requirements definition enabled us to quickly outline the specific needs of the software system thereby streamlining the selection process, and allowing the State to move directly into implementing the new technology. The end result was stronger efficiencies, more effective processes and the ability to successfully monitor the program for continued improvements.