



# DRIVING POSITIVE CHANGE THROUGH EMPATHETIC PROBLEM SOLVING

Rios Partners is a management consulting firm offering expertise in data analytics, supply chain, innovation, and customer-centric design. We combine a deep understanding of qualitative stakeholder experiences with robust quantitative analysis to go beyond opinion and drive insight. Drawing from our extensive experience across health-related and IT sectors, including collaborations with public, private, and non-profit organizations, we apply industry best practices to transform operations and ensure sustained success.



## 200+

Projects in the US and abroad

## 100+

Employees with a wide range of expertise

## 35+

Commercial, federal, and non-profit clients and growing

## 90%

“Exceptional” or “Very Good” performance rating

## Some of Our Federal Health Capabilities and Expertise

### STRATEGY

*Extensive industry and functional expertise to swiftly and efficiently comprehend clients' critical challenges, facilitate strategic planning, and develop capabilities for mission achievement.*

**Client Success:** Collaborated with the **VA Office of Research and Development** to define a strategic vision and implement its most significant reorganization in 15 years.

### DESIGN & TRANSFORMATION

*Experience providing constant prioritization and accountability of critical efforts to maximize efficiencies and proactively prevent barriers to organizational success.*

**Client Success:** Conducted extensive analyses of research portfolios for the **VA Office of Research and Development**, providing recommendations to address gaps between research reporting mechanisms, allowing leaders to plan and execute successful targeted research portfolios.

### HEALTHCARE INNOVATION

*Industry and practical expertise to assist clients in fostering ideation, enhancing operational efficiency, and unlocking new innovation opportunities.*

**Client Success:** Collaborated with **VHA Innovation Ecosystem (VHA IE)** to develop Pathfinder, an interactive tool that transforms how VA innovates and does business with industry.

### SUPPLY CHAIN

*Experience developing practical systems for supply chain deployment by understanding user journeys, addressing pain points, creating measurable goals, and integrating culture, systems, data, and processes.*

**Client Success:** Partnered with the **VA Procurement and Logistics Office** to transition a supply chain from a just-in-time model to a sustainable just-in-case system.

### PEOPLE & ORGANIZATIONS

*Expertise using industry insights, employee engagement, and company-specific context to help clients develop and execute strategic plans to address workforce challenges.*

**Client Success:** Partnered with the **Centers for Medicare and Medicaid Services** to support enablement and training in industry-leading negotiation and contract management skills.

### DATA ANALYTICS

*Experience leveraging human-centered design to help clients design and implement technology solutions that best align with their goals and customer needs.*

**Client Success:** Coordinated with **HHS Centers for Medicare and Medicaid Services (CMS)** to develop the Enterprise Data Analytics Management and Maturing Execution (EDAMAME) solution.



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Reach out to us for a full list of ways to work with Rios Partners



### SUPPORTING FEDERAL HEALTH CARE AGENCIES

#### VA Office of Research and Development – Chief Research and Development Officer (CRADO)

- Supported multi-year, enterprise-wide transformation of the VA ORD, the \$2.2B research and development arm of the VA, **defining its vision and strategy**
- Implemented 9 strategic initiatives** to achieve VA ORD's most significant reorganization in 15 years.
- Created a multi-layered governance system to **drive organizational change and aid ORD in initiating projects more effectively, efficiently, and transparently**

#### HHS Centers for Medicare and Medicaid Services (CMS)

- Delivered 5 dashboards** clearly depicting data to enable business owners to make the most informed and data-centric decisions on key questions
- Facilitated 8+ training and education forums** to familiarize **100+ end users** with dashboard capabilities and functionalities
- Delivered a **sustainable enterprise-wide portfolio management capability** to process, assess, report on, and advise on the progress of strategic initiatives, with the goal of maximizing outcomes

#### VHA Innovation Ecosystem (VHA IE)

- Designed and implemented VA Pathfinder, a digital solution to capture inputs** from VA-internal and external innovators and vendors, streamlining how VA innovates and does business with industry
- Brought in **over 1,000 total innovation and vendor submissions** from industry through Pathfinder, **dramatically expanding VHA's healthcare innovation ecosystem and market research database**
- Collaborated with VHA IE leadership to **recruit over 150 VA staff to serve as subject matter experts** in reviewing innovation submissions, strengthening program sustainability

#### HHS Office of Refugee Resettlement (ORR)

- Conducted analysis of ORR's operations, including leadership and ethnographic interviews, **to categorize and prioritize 52+ initiatives**
- Created a data collection site from across the portfolio and implemented automated data flows to a contract management dashboard to **allow real-time visibility to contracting actions**
- Led a cross-functional team to assess and manage mental health care standards resulting in a **guidebook to standardize the assessment of mental health programs** from disparate program teams

### OUR FEDERAL HEALTH CARE CLIENTS INCLUDE



### OUR CONTRACT VEHICLES

Our services can be procured through the following contract vehicles...

- Veterans Health Administration (VHA) Integrated Healthcare Transformation (IHT)
- GSA Multiple Award Schedule
- GSA HCaTS (Human Capital and Training Solutions)
- Centers for Medicare and Medicaid Services Enterprise Operations BPA
- Defense Health Agency (DHA) Health Plan Innovation Support BPA
- Department of Justice (DOJ) Strategic Consulting Services BPA
- USAID market Access and Innovative Finance (MAIF)
- FDA Business Operations Optimization and Modernization (BOOM) BPA

...and across the following Special Item Numbers (SINs):

- 541611 – Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
- 541612HC – Agency Human Capital Strategy, Policy and Operations
- 541614SVC – Supply and Value Chain Management
- 541690 – Technical Consulting Services
- 541715 – Engineering Research and Development and Strategic Planning
- 541990 – All Other Professional, Scientific, and Technical Services (Non-IT)
- 611430 – Professional and Management Development Training
- OLM – Order Level Materials

### OFFICE OF REFUGEE RESETTLEMENT

ISO 9001:2015  
CERTIFIED COMPANY



ISO 14001:2015  
CERTIFIED COMPANY



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