

Capabilities Statement

We are committed to data-driven, evidence-based methodologies that create innovative solutions and positively transform systems, communities, families, and the lives of all people.



ATW HEALTH SOLUTIONS™
Raising Healthcare's Standard

EQUITY | ENGAGEMENT | QUALITY | SAFETY

Women-Owned Small Business (WOSB)



ATW HEALTH SOLUTIONS™

ATW Health Solutions Inc., a social impact and advisory consulting firm based in Chicago, Illinois, is a U.S. Small Business Administration certified women-owned small business (WOSB) and 8(a) program participant.



Dr. Knitasha Washington,
FACHE

ATW Health Solutions has earned national recognition for its work transforming healthcare delivery systems, impacting policy and improving quality and safety. With a focus on quality, safety, and health equity, we have partnered with public and private organizations and government agencies to transform systems locally and nationally.

Founded by healthcare transformation expert and visionary Dr. Knitasha Washington, ATW Health Solutions is an innovative, values-driven organization committed to improving healthcare for all. We apply an evidence-based approach, embedding data and analytics into performance measurement. Our client solutions seamlessly integrate patient-centeredness and equity as core strategies—resulting in demonstrated value.

AWARD-WINNING CONTRIBUTIONS

ATW Health Solutions served as a significant subcontractor for the Centers for Medicare & Medicaid Services' (CMS) Partnership for Patients (PfP) during 2011–2019.

In 2016, CMS recognized Dr. Washington for contributions to shaping patient and family engagement and health equity strategies and programs.

This work, in partnership with Hospital Engagement Networks, resulted in:

An estimated
87,000 lives saved

2.1 million fewer
patient harms

\$19.8 billion in
cost savings

“Overall, [ATW] has done an excellent job. Given what I know today about [ATW’s] ability to perform in accordance with this contract or order’s most significant requirements, I would recommend them for similar requirements in the future.”

– HHS, Office of Minority Health



Our Vision

Continually transform healthcare delivery and policy to improve the lives of all people.



Our Mission

Expand the use of data and evidence to transform healthcare delivery systems and positively impact health outcomes of all people through strategic partnerships with patients, caregivers, governments, providers, payers, businesses, and researchers.

Our equity and engagement content serves as a trusted voice in industry.



ATW HEALTH SOLUTIONS™

20+ years of raising healthcare standards. We are solutions oriented and people focused.

The impact of our work:

- > Recruited and onboarded more than 300 individuals to serve as patient, community, and industry representatives on federal and commercial projects (i.e., CMS MIDS, HRSA HCCES, and NCQA)
- > Completed peer-reviewed publication “Community Engagement for Early Recognition and Immediate Action in Stroke (CEERIAS): Pre and Post COVID-19”
 - *“Community engagement for early recognition and immediate action in stroke (CEERIAS): Pre and post COVID-19”*
- > Completed peer reviewed publication “Look to the Past to Improve Our Future: Improving Quality, Safety, and Equity Through Community and Patient Engagement”
 - *“Look to the past to improve our future: Improving quality, safety and equity through community and patient engagement”*
- > Speaker for the 2023 CMS Office of Minority Health Inaugural Health Equity Conference
- > From 2021–2023, ATW has successfully graduated more than 20 interns from our Corporate Internship Program

“[ATW] managed costs with high degrees of accuracy and timeliness. Performance exceeded expectations. Notably, [ATW] maintained this high level of performance during the transition of Government payment systems. Breakdowns on the federal side were significant and prolonged. The contractor actively engaged in the problem-solving efforts that extended over approximately six months.”

– U.S. Dept. of Health & Human Services Office of Minority Health

2022–2023 Programs

U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA)
Health Center Program’s
Community Engagement Structure (HCCES) for Strategy in Equity & Excellence

U.S. Department of Health & Human Services Office of Minority Health

- Promoting Behavioral Health Among Black Youth Study
- AAPI Anti Discrimination Training
- Minority Leadership Development Program
- Disparities Impact Strategy

Centers for Health Care Strategies

Strategies Building Engagement Capacity for Communities of Color

National Committee for Quality Assurance (NCQA)

Supporting Age-Friendly Health Systems: Implementing and Disseminating Person-Driven Outcome Measures

U.S. Department of Health & Human Services Centers for Medicare & Medicaid Services (CMS)

- MIDS Person and Family Engagement
- Health Equity Data Analytics System (HEDAS)
- TMF Health Quality Institute NQIC Equity Technical Support

Robert Wood Johnson Foundation

Equity & Patient Centered Measurement v3.0



Our Products and Services

Program Development & Management

- Project Management
- Program Design
- Program Review & Evaluations
- Program Support

Quality Improvement

- Health Equity
- Population Health
- Patient & Family Engagement
- Community and Stakeholder Engagement
- Patient Experience
- Performance Improvement & Patient Safety
- Measures Development

Data Science & Technology

- Integrated PFE Index Assessment (IPIA)
- Patient Satisfaction (CAHPS)
- Patient Partner Innovation Community (PPIC) Network

Training & Curriculum Development

- Conference Planning
- Learning & Content Development

Research, Evaluations and Policy

- Basic, Applied, Operations, & Market Research
- Quantitative Analysis / Qualitative Analysis
- Policy Review & Analysis
- Environmental Scans

Administrative & Technical Assistance

- Planned & Ad-hoc Support
- Business Support Services

Strategic Planning

- Planning & Facilitation
- Implementation

Staffing

- Workforce Development
- Administrative & Clinical Personnel

NAICS Codes

541990 | 541690 | 541720 | 541611
541618 | 561330 | 611710 | 611713



“We utilized the [IPIA Engagement and Equity Assessment] product to establish strategic goals with Senior Leadership and to execute.”

– The Ohio State
Wexner Medical Center

CERTIFICATIONS & GOVERNMENT VEHICLES



PRIME GOVERNMENT CONTRACTING VEHICLES

GSA MAS - 47QRAA22D006G
GSA STARS 3 -I47QTCB22D0598

- Small Business Administration 8(a) Program
- Small Business Administration Women-Owned Small Business (WOSB)
- State of Illinois Central Management Services WMBE
- City of Chicago Certified Minority Supplier
- Economically Disadvantaged Women Owned Small Business (EDWOSB)

“[ATW’s] performance exceeded expectations. The key personnel and consultants were highly qualified and provided the level of expertise needed to ensure the project’s success. The expertise provided included all aspects of the project which had levels of complexity related to research, policy analysis, population health, and social determinants of health. The contractor was able to address and facilitate content development with nationally recognized experts without difficulty.”

– HHS, Office of Minority Health

Our Work:

Our client base serves governments, health service delivery organizations, payers, health associations, and other institutions.

ATW Health Solutions works with an extensive list of organizations and agencies committed to supporting, transforming, and improving health and healthcare outcomes. Our team supports our clients by:

1 Collaborating on the strategic development of healthcare delivery models, special populations, population health, and educational programs.

2 Providing technical support and assistance to communities, community-based organizations, and programs related to the development of healthcare systems.



3 Providing strategic direction on the inclusion of equity and stakeholder engagement in improvement models and policy work.

4 Developing measurement systems, evidence, and interventions to support program and policy analysis and development.

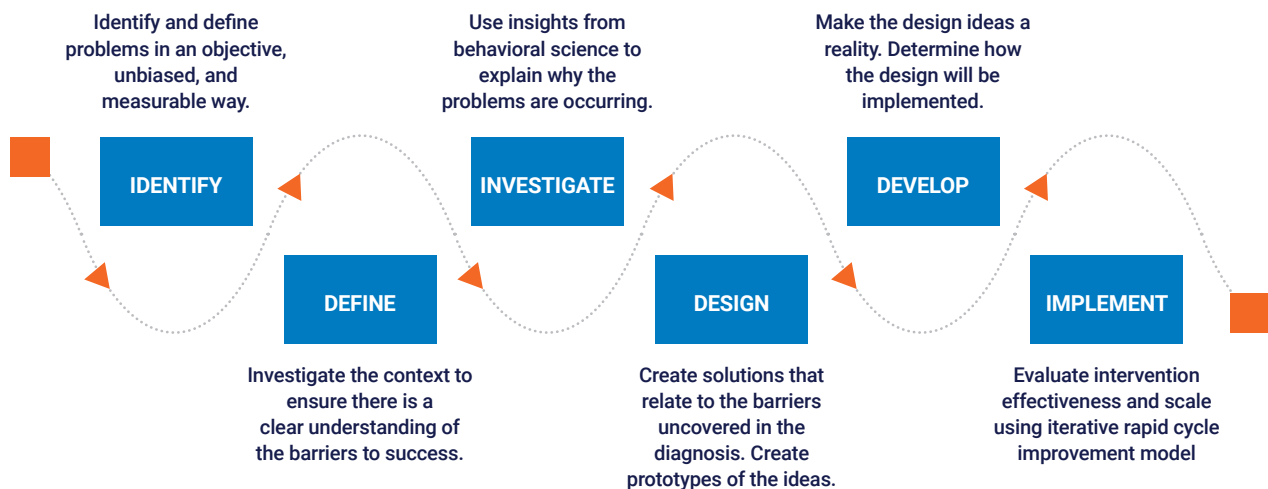
ATW Health Implementation Research Center of Excellence

Advancing Program Development and Policy Analysis in Public Health

A core function of implementation research is to identify challenges that guide program development and give programs their best chance to succeed. Founded in implementation science research, ATW Health established the Implementation Research Center of Excellence to take on pressing problems that our partners want to solve. The Implementation Research

Center of Excellence combines ATW's decades of experience tackling equity-focused program development and policy issues with insights using human-centered design and data-driven insights to inform approach. Our approach to problem solving focuses on ensuring that people who receive services are at the center of the design.

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Framework for Guiding Development and Implementation of Data-Driven, Actionable, Equitable Policies

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Advancing Program Development and Policy Analysis in Public Health

ATW Health offers extensive history and experience with policy training, writing, analysis, and management. We have a team of legal and policy operations experts continuously keeping abreast of industry news and regulatory guidance at the federal, state, and local levels in order to best advise our clients and support their needs. In addition, we have data analysts who can track, trend, and examine publications and legislation for potential future laws for our clients.

- > Support clients on the federal, state, and local levels with policy development and implementation
- > Analyze environmental scans, policy impact assessments, and analysis
- > Collaboratives
- > Policy impact assessments and analysis
- > Technical assistance
- > Program development
- > Program monitoring
- > Stakeholder engagement
- > Develop whitepapers and briefs
- > Facilitate industry meetings for draft and final rules
- > Facilitate regulatory or inquiry comments collection, triage, and response development processes
- > Program evaluation and analysis



ADAPTED FROM SEEVERS, GRAHAM, GAMON, & CONKLIN, 1997

Developing and implementing effective policy requires a disciplined approach that ensures consideration of the elements presented here. This framework suggests planning principles, development approaches, and implementation actions to consider. We will use our tools and systems to improve this initial version in collaboration with the policy community. Our goal is to have even more detailed and clear tenets that are widely accepted and utilized.

ATW Health's Data-Driven Policy approach brings objective, evidence-based insights to government policymaking. We work in the public interest across the federal government, and in partnership with industry and academia. We bring innovative ideas into existence in areas such as health equity, migrant health, primary care programs, health centers, acute care, and community-focused engagement.

ATW's Data-Driven Approach leverages our expertise in examining policy issues and implementation science on a wide range of topics that generally fall in the domains of quality and safety improvement. We apply our unique vantage point and health equity lens to create objective analyses to support program improvement and further advancements. We partner strategically to share programmatic findings and other supporting information with policymakers and stakeholders at all levels including industry.

Select Past Performance Examples

Our portfolio of experiences have supported:

EXECUTIVE ORDER 13985

Advancing Racial Equity and Support for Underserved Communities Through the Federal Government

EXECUTIVE ORDER 13995

Ensuring an Equitable Pandemic Response and Recovery

EXECUTIVE ORDER 14031

Advancing Equity, Justice, and Opportunity for Asian Americans, Native Hawaiians, and Pacific Islanders

PARTNERSHIP FOR PATIENTS

- Designed national PFE strategy, implemented program, provided TA, and developed metrics for evaluations of **4,000+ participating hospitals**

RESULTS

- Built and managed first of its kind QI-focused consumer network for CMS
- **8.8% reduction** in overall harm rates equating to the **prevention of an estimated 518,000** harms to patients, and **averting more than 15,500 deaths**

PATIENT FIRST

- Program Evaluation – Special project authorized by CMS for Vizient Network
- 200+ hospitals participated
- Scientifically designed study to examine the relationship between PFE and quality and safety outcomes
- Created, managed, and grew patient and family caregiver engagement network

RESULTS

- Patient and Family Engagement: found to have a positive relationship with quality and safety outcomes

Transforming Clinical Practice Initiatives

- Developed national PFE strategy and implemented program for **140K clinicians**
- Developed PFE master classes for Learning Network
- Identified, selected, recruited, and managed national faculty to support and implement PFE strategy

RESULTS

- Contributed to development of National Change Package with PFE and Patient Centeredness as the major driver to change and action

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Select Past Performance Examples

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Centers for Health Care Strategies

- Developed content for **18-month Learning and Action Network of diverse stakeholders** focused on engaging diverse communities
- Partnered with Centers for Health Care Strategies to serve as faculty for their learning program
- Provided **1:1 coaching** to network of health services delivery organizations

RESULTS

- **Successfully graduated 18 organizations from program**

Asian American and Pacific Islander

- Designed and managed national technical expert panel
- Designed and implemented engagement strategy to obtain data and information from multiple sources
- Analyzed data and created summary reports and recommendations

RESULTS

- Developed multiple products to support anti-racism and discrimination training and presidential memorandum

Minority Leaders Development Program

- Created curriculum for HHS Minority Leadership
- Partnered with Minority Serving Institutions (MSIs) to deliver curriculum and ensure successful completion of coursework for **more than 30 HHS Fellows**
- Designed evaluations and added use of Learning Management System to track Fellows development and engagement

RESULTS

- Designed and implemented comprehensive curriculum to enhance leadership potential among federal Fellows



Black Youth Mental Health

- Completed literature review
- **Identified, selected, and recruited 10 SMEs** (federal and non-federal)
- Developed multiple products to support funding opportunity

RESULTS

- **Newly developed Equity Framework for review of Policy**

American Institutes for Research

- Evaluated equity and patient-centered measurement (national landscape)
- Recruited and managed a multi-disciplinary 50-person panel of national experts focused on measurement, quality, improvement, and health equity
- Completed a summary report that included findings on landscape of patient-centered measurement and equitable outcomes

RESULTS

- Created an Equity Framework that addresses the future state of patient-centered measurement and its role in community engagement model and healthcare delivery

“ATW Health Solutions helped move our work forward. Their deep expertise in patient engagement and advancing health equity has been invaluable for CHCS and our learning collaborative members.”

– Center for Health Care Strategies (CHCS)
Anna Spencer, Senior Program Officer



ATW HEALTH SOLUTIONS™

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Our Equity & Engagement Content Serves as a Trusted Voice in Industry

