

# MILITARY MEDICAL RESEARCH AND HEALTHCARE SERVICES FOR THE GOVERNMENT

TiER1 Performance's dedicated healthcare, life science and research teams, with strong clinical backgrounds and human performance research experience, work collaboratively with clients to assess goals, create timelines, and develop solutions that are outcome-driven. Our deep relationships with government, life sciences, pharma, medical device, and healthcare clients serve as a catalyst for our ability to solve complex problems in the field. Additionally, TiER1 has a proven track record with government funding (multiple SBIR, STTR, BAA & other mechanisms).

## Corporate Info:

TiER1 Performance Solutions, LLC  
GSA MAS Contract # 47QRAA21D0074  
UEI: SQLGQDFWBJ51  
CAGE: 3UKN8  
TIN/EIN: 61-1426022  
100 E Rivercenter Blvd, Suite 100  
Covington, KY 41011

## NAICS Codes:

541715: R&D in the Physical, Engineering, and Life Sciences  
512110: Motion Picture and Video Production  
541330: Engineering Services  
541511: Custom Computer Programming Services  
541512: Computer Systems Design Services  
541611: Administrative Management and General Management Consulting Services  
541612: Human Resources Consulting Services  
541618: Other Management Consulting Services  
541720: R&D in the Social Sciences and Humanities  
611420: Computer Training  
611430: Professional and Management Training

## core COMPETENCIES:

### Healthcare & Life Sciences

CASE MANAGEMENT · CLINICAL SERVICE DELIVERY · CLINICAL TRIAL START-UP TRAINING DEVELOPMENT · GLOBAL PRODUCT LAUNCHES  
CUSTOMER (HCPS, NURSE EDUCATORS, LAB EMPLOYEES, ETC.) AND/OR PATIENT EXPERIENCE · ELECTRONIC HEALTH RECORD ADOPTION, INTEGRATION, AND OPTIMIZATION  
HOSPITAL & DEPARTMENT DESIGN · SERVICE LINE DEVELOPMENT · SERVICE RE-DESIGN · RISK MANAGEMENT · REGULATORY REQUIREMENTS · REVENUE CYCLE · SUPPLY CHAIN AND LOGISTICS

### Learning & Development

CUSTOM eLEARNING · GAMIFICATION AND INTERACTIVE SCENARIO-BASED LEARNING · JOB AIDS · LEARNING ANALYSIS AND INSTRUCTIONAL DESIGN · MICROLEARNING  
LARGE ACADEMIES AND BLENDED LEARNING CURRICULUMS · INSTRUCTOR-LED TRAINING WORKSHOPS (VIRTUAL AND IN-PERSON) · CERTIFICATION PROGRAMS AND COMPETENCY-BASED EXPERIENCES

### Workforce Professional Development

COACHING · EMPLOYEE HEALTH · LABOR RELATIONS · STAFF DEVELOPMENT & EDUCATION · TEAM DYNAMICS · PERFORMANCE IMPROVEMENT

### Strategic Consulting Services

CHANGE & TRANSFORMATION STRATEGY · COMMUNICATIONS · CULTURE TRANSFORMATION · DIVERSITY, EQUITY, AND INCLUSION · ONBOARDING · PROJECT MANAGEMENT · STRATEGIC PLANNING

### Research & Performance Assessment

HUMAN PERFORMANCE · LEARNING NEEDS ASSESSMENT · MEASUREMENT AND EVALUATION PRE-POST ASSESSMENTS · PERFORMANCE ANALYSIS AND PREDICTION  
TRAINING AND EDUCATION DEVELOPMENT AND EVALUATION

### Technology & Creative Services

GRAPHIC DESIGN · MOTION, VIDEO AND PODCAST DESIGN · MOBILE APPS (NATIVE AND WEB-BASED) · LEARNING PORTALS & CHATBOTS · TECHNOLOGY IMPLEMENTATION · UI/UX

## CONTENT *specialization:*

LEADERSHIP · COMMUNICATION · SALES ENABLEMENT · TRAIN THE TRAINER · PERFORMANCE IMPROVEMENT AND COACHING  
CREATIVE PROBLEM SOLVING · DEVELOPING TALENT & TEAMS · DIVERSITY, EQUITY, AND INCLUSION

## *benefits* OF WORKING WITH US:

- Exceptional Past Performance Ratings
- Quick and Accurate Turnaround
- Accessibility and Section 508 Trained
- Spanish Language Expertise
- Certified B-Corporation
- Team Members in Boston, Pittsburgh, Columbus, Cincinnati, Indianapolis, Chicago, Washington, DC, Atlanta, Denver, Minneapolis-St. Paul, San Antonio, Austin
- Approved GSA Contractor
- In-house Creative Studio
- Secret Facility Clearance
- Collaborative and Experienced Staff
- SAM Registration Complete and Up to Date
- Use of Design Thinking Techniques





Point of Contact:


Teresa Evans, PhD - T.Evans@TIER1Performance.com



## PAST *government* PERFORMANCE

CLIENT	CONTRACT INFORMATION	SUMMARY
	<p>DHA Phase II STTR, Contract # W81XWH-19-C-0016, LCDR Lee Sciarini, Ph.D., lee.w.sciarini.mil@mail.mil, NOV 2018–DEC 2022; \$1,495,801.03; 38 employees</p>	<p>Effective Combat Casualty Care Handoff Operations (ECCCHO) address challenges related to the lack of a standardized protocol, validation of those protocols, and the transfer of evidence-based approaches to the field. To address these challenges, TiER1 developed the ECCCHO system. Three components comprise the ECCCHO system: (1) The Toolkit including mnemonics and a digital TCCC Card to ensure the right elements accompany a handoff; (2) The Method—drawn from team performance research and applications, current best practices in patient handoffs, and TiER1's approach to addressing performance and organizational gaps in Fortune 500 companies; and (3) Outcome measures against which methods and elements of handoff protocols can be evaluated.</p>
	<p>Contract Numbers: HQ0013-11-C-0002, HQ0013-16-C-0007, HQ0034-19-C-0051, HQ0034-19C-0143, Point of Contact: Dwayne Eldridge, DSCU Director of Staff, 937-713-3307 (office), 937-267-2504 (cell), Current Contract Duration: 5.5 years (Base year plus 4.5 option years) – 2019-present (ongoing); \$13,628,433.93, 45 employees in current contract option year</p>	<p>The purpose of this contract was to provide learning design and development services for Defense Security Cooperation University (DSCU). Throughout this engagement, we have partnered with DSCU faculty to design interactive courseware that supports new requirements for members of the DoD Security Cooperation Workforce (SCW) using a variety of authoring tools. TiER1 has provided LMS support by managing courses within Blackboard and Cornerstone OnDemand (CSOD), responding quickly to issues of both staff and students and providing course reports to DSCU management. Courses designed in collaboration with DSCU faculty are ACE accredited and meet beginner, intermediate, and advanced certification requirements for the Security Cooperation Workforce.</p> <p>As part of this contract, TiER1 also worked with the Humanitarian Demining Training Center (HDTC) in Fort Lee, Virginia. We collaborated to create a 'next-level' approach to learning experience re-design, development, and deployment of current offerings to position HDTC L&amp;D as a center of excellence, evolve learning experiences and programs to be more in-line with a university model, and support the broader goals of workforce development. Part of the Humanitarian Mine Action Casualty Care (HMACC) curriculum included an Introduction to the Tactical Combat Casualty Care (TCCC) Phases of Care, Becoming a TCCC Trainer, and Navigating the Deployed Medicine site.</p>
	<p>Phase II SBIR, Contract # FA8650-16-C-6767; 711 HPW/RHAS, Dr. Aerial Kreiner, aerial.kreiner@us.af.mil; Sep 2016–Sep 2018, 47 employees</p>	<p>Predictive Proficiency and Readiness Evaluation (PrePARE) is aimed at identifying competencies required for pararescue jumpers (PJs, first responders), and developing a competency tracking and alerting system. PrePARE is a system for PJs, CROs, and training managers that simplifies the process of tracking and monitoring training performance and progress. It helps prioritize training goals and identify focus areas within each squadron and across the Air Force. This tool also provides predictive alerts that inform stakeholders of potential knowledge decay.</p>

## PAST *commercial* PERFORMANCE

CLIENT	CONTRACT INFORMATION	SUMMARY
	<p>Finny Mathew, CEO fmathew@osumc.net October 2021 – Present</p>	<p>TiER1 built a process to engage front-line and leadership stakeholders in the Safety and Accreditation space. We studied both the adherence to standards as well as the cultural challenges that keep caregivers from maintaining a culture of safety. We helped them realize that there are both behavioral as well as structural reasons that errors take place. Once presented to senior leadership, we were engaged to implement a High-Reliability Organization (HRO) initiative within their culture, starting with leader and manager training, and a comprehensive communication and change process. We are collaborating closely with internal staff, to begin to effect necessary changes.</p>
	<p>Laura Hoppa, Kroger Account Manager, TiER1 performance l.hoppa@tier1performance.com 2021</p>	<p>TiER1 designed a comprehensive process to support pharmacists and techs post-pandemic. We engaged in on-site interviews with both staff and pharmacy customers to understand the challenges they have been experiencing, customer expectations, and behaviors. We built out a new internal initiative that equips pharmacists to lead their teams by more closely aligning to Kroger Health initiatives and building engagement with their staff members as they co-design a new future.</p>
	<p>Michael Adkins, CCOO Emergency Hospital Systems madkins@emergencyhs.care 2021</p>	<p>TiER1 designed a Quality Assurance Performance Improvement (QAPI) dashboard to be used as a data driven decision-making tool for improving quality. Smartsheet and communication blueprints were created to digitally transform the way the hospital captures and utilizes quality metrics. It not only eliminated the use of paper audit forms and printed materials, but also helped to align people and processes. This allows EHS to more proactively and effectively anticipate issues and make strategic decisions.</p>