First Light Guidance

STRATEGY AND OPERATIONS CONSULTING

Your navigator from idea to implementation



Nick Andrianas

FOUNDER AND PRINCIPAL, FIRST LIGHT GUIDANCE

I close the gap between how leadership thinks the operation works and how it actually runs on the floor.

Nick has spent nearly 15 years designing and running care delivery for the Defense Health Agency, Navy Medicine, and the Veterans Benefits Administration, plus commercial hospitals and virtual care companies, across primary, specialty, behavioral, virtual, and chronic care. He shapes the strategy, turns it into a phased plan, and works alongside the people who do the work until it holds. He is not a clinician; he partners with clinical leaders, who own clinical decisions.

PRIOR RESULTS

$4M
A year saved by routing video-suitable urgent visits to virtual care

~3 days
To specialist input with eConsults, versus 15 to 30 by referral

32%
Less inappropriate behavioral health use, with access 22% better

20%
Improvement in safety culture across 26 hospital units

500K+
Beneficiaries served by a model of care he led into practice

From engagements Nick led or contributed to before founding First Light Guidance.

SELECTED WORK

Value-based model of care
DEFENSE HEALTH AGENCY · FIVE HOSPITALS, 45+ CLINICS
Helped shape the future-state model, then turned it into a phased plan with governance from site teams to executives and a remote team of about 30 consultants.

Specialty care eConsults
DEFENSE HEALTH AGENCY · THREE SPECIALTIES
Templates, coding guidance, and a weekly cross-site collaborative that gave primary care specialist input in about 3 days.

Behavioral health in primary care
MILITARY CLINICS · FIVE SITES
Alternate care pathways that matched needs to the right resource, cutting inappropriate behavioral health use 32%.

Remote care operating model
REMOTE PATIENT MONITORING COMPANY · ABOUT 150 STAFF
Risk-stratified cohorts and a prioritized dashboard so nurses caught worsening chronic conditions early, plus a workload and capacity model and pod-based teams.

Primary care medical home
NAVY CLINICS · 35,000+ PATIENTS
Huddles, team meetings, and scheduling rebuilt from process maps and time studies, then compiled into an enterprise operations manual.

Patient safety and event response
NAVY HOSPITALS · 26 UNITS
A unit-based safety program and playbook, learning communities across sites, a medical event response framework, and root cause and kaizen-style sessions.

HOW TO WORK WITH NICK

A focused look
One problem, seen on the floor and in your data, with a clear plan.

A deeper assessment
The full picture, then a phased plan where each step builds on the last.

Program and project management
Program design, governance, plans, and timelines.

Advisory or teaming
Decision support, or a workstream lead for your team.

Scope and price are agreed in writing before work starts.

CREDENTIALS AND METHODS

- M.S., Industrial Engineering, Northeastern University
- Graduate Certificate, Systems Engineering, Johns Hopkins University
- Certificate, Value-Based Health Care, ICHOM
- Published in *BMJ Quality & Safety*
- Process and value stream mapping, time studies, capacity and demand modeling, time-driven activity-based costing, Lean Six Sigma, human-centered design, and high reliability

FIRST LIGHT GUIDANCE, LLC
Strategy and operations consulting for primary care, behavioral health, community health, and virtual care. Melrose, Massachusetts.

FirstLight@FirstLightGuidance.com
(631) 834-4965
FirstLightGuidance.com
linkedin.com/in/nicholasandrianas