First Light Guidance

STRATEGY AND OPERATIONS CONSULTING

Your navigator from idea to implementation

FOR LARGER ORGANIZATIONS

Closing the gap between strategy and the front line.

Most organizations have a strategy. Fewer have one concrete enough to run on. We sharpen it with leadership, turn it into a phased plan, then build the bridge to the people doing the work.

WHAT CHANGES

A strategy that lands
Priorities every team reads the same way, and trade-offs made once, not relitigated.

Capacity found
Skilled people on skilled work, and room freed up before you add headcount.

Numbers that connect
Front-line measures tied to the outcomes leadership reports on.

Change that holds
Standard work and playbooks that survive turnover, shifts, and new sites.

CORE CAPABILITIES

Strategy to operations
Sharpen the strategy, then turn it into capability maps, operating models, and phased plans.

Operating and service model redesign
Future-state designs for how work gets done, built with those who deliver it.

Capacity, flow, and workforce
Demand and capacity modeling, staffing to demand, scheduling, and top-of-license roles.

Quality, safety, and reliability
Standard work, quality systems, safety culture, and root cause analysis.

Measurement and performance
Measures that link front-line processes to enterprise outcomes.

Program and project management
Program design, governance, plans, risks, and dependencies across sites.

SPOTLIGHT: FROM STRATEGY TO A PHASED PLAN

Plans that build on themselves
Each phase builds on the last, so teams are never asked to boil the ocean at once.

- Charters and scope
- Work breakdown and schedules
- Governance across sites
- Risks, dependencies, and blockers
- Courses of action for leaders

HOW WE WORK: EIGHT STEPS

DIRECTION

1. Set the vision
2. Shape the strategy
3. Define what you need to be good at

DIAGNOSIS

4. Understand how work runs today
5. Check today's work against the plan

DELIVERY

6. Design and innovate with your team
7. Plan it and put it in motion
8. Make it stick

Measures run through every step. Baselines early, every change tested, and triggers that send you back to any step.

RESULTS

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

$4M	4 to 10x	~3 days	20%	9+ mo
A year saved by moving suitable visits to virtual care	Return across a portfolio of 75+ improvement projects	To specialist input with eConsults, versus 15 to 30 by referral	Improvement in safety culture across 26 hospital units	Earlier outbreak detection, published in BMJ Quality & Safety

WAYS TO WORK TOGETHER

A focused look
One problem, a clear next step.

A deeper assessment
The full picture, then a prioritized roadmap.

Program management
Program design, governance, roles, and measures.

Project management
Plans, owners, timelines, and risks through go-live.

WHERE OUR EXPERIENCE RUNS DEEPEST

- Health systems and hospitals
- Primary and specialty care
- Military medicine
- Federal agencies
- Remote and virtual care
- Environmental compliance
- Aerospace and manufacturing

Advising a large client? **We team with primes and consulting firms.**



Nick Andrianas OWNER

Nearly 15 years designing processes, systems, and models for military and civilian health systems, federal agencies, and businesses. M.S., Industrial Engineering; Graduate Certificate, Systems Engineering, Johns Hopkins; ICHOM Value-Based Health Care.

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