

Integrated Impact

Strategic advisory and automation strategy for
healthcare practices and nonprofits

By The Letter C





Moving your organization from
operational chaos to strategic clarity



Introduction

Integrated Impact builds upon the vision of The Letter C with strategic and operational advisory services.

We are dedicated to helping independent healthcare practices and nonprofits overcome operational hurdles so they can focus on their core mission: serving their communities.

We bridge the gap between cutting-edge technology and human-centered strategy, providing a clear path to organizational excellence.

The Problem

You're Buried in the “Work About Work”

Mission-driven organizations are facing a crisis of administrative burden. Staff are burning out, resources are wasted, and long-term goals are lost in the shuffle of daily operational fires.

Administrative Overload:

Your team spends too much time on paperwork and navigating clunky systems instead of on patient care or mission-critical tasks.

Process Bottlenecks:

Unclear and inefficient workflows cause tasks to get stuck, communication to break down, and simple processes to take far too long.

Technology & Strategy Gap:

You know there are better tools and strategies available, but you lack the time, budget, or in-house expertise to implement them effectively.

Our Solution

A Holistic Approach to Performance

We believe that people, process, and technology must be addressed together. Our unique strength lies in combining strategy for practical, affordable smart automation with proven, hands-on methodologies for process improvement, cultural transformation, and strategic planning.

We Develop Strategies for Smart Automation to handle the repetitive, administrative tasks that drain your resources and morale.

We Facilitate Proven Strategic Frameworks to streamline your operations, engage your team, and clarify your long-term vision.



We bridge the gap between your current operational reality and your future strategic goals.

Why Us?

The Best of Both Worlds

As the consulting arm of a health-tech startup, we offer a unique advantage.

- The Innovator's Mindset: We combine an engineering mindset with human-centered design, approaching challenges with the creativity and agility of a startup.
- The Wisdom of Seasoned Advisors: Our team has deep experience advising Fortune 500 companies and managing complex implementations for commercial healthcare payers.
- A Mission-Aligned Partner: We are parents and experts personally committed to improving outcomes for children with special healthcare needs —we share your values because we live them.

Our Integrated Service Menu

Our services are designed to be modular yet interconnected, allowing you to address your most pressing needs first.

Technology & Process Services

- Back-Office Process & Tech Audit: Uncover hidden inefficiencies in your core workflows and get a clear roadmap for the right technology to fix them.
- Technology Modernization Roadmap: Move away from outdated systems with a strategic plan for adopting modern, affordable, and integrated tools.
- Digital Client Experience Blueprint: Design a seamless and professional digital journey that builds trust and loyalty with your clients from the very first click.



Organizational & Strategic Services

- Kaizen Events: Rapidly solve your most persistent process problems and empower your team to eliminate bottlenecks, fast.
- Culture & Engagement Assessment: Diagnose and address the root causes of staff burnout and turnover with a comprehensive cultural health check.
- Strategic Planning & Governance: Facilitate board and leadership retreats to build consensus and create a clear, actionable strategic plan.



Our Approach

A Modern Partnership

We build long-term relationships based on trust and tangible results.

Authority & Trust

We build relationships by sharing our knowledge freely through webinars, guides, and active participation in professional communities.

Value-Based Pricing

We reject the hourly billing model. Our services are offered as fixed-fee projects or predictable monthly retainers so you always know the cost upfront. We are focused on delivering efficient, high-value outcomes, not on counting hours.

Holistic Solutions

We understand that your challenges are interconnected. We combine our technical and strategic expertise to provide solutions that address the root cause, not just the symptoms.



We don't just identify problems—we partner with you
to build the plan to solve them.

Let's Start the Conversation

Our engagement process is simple, transparent, and collaborative.

01

Complimentary Consultation: A 30-minute, no-obligation call to discuss your specific challenges, goals, and priorities.

02

Discovery & Proposal: If we're a good fit, we'll conduct a deeper discovery session and return with a detailed, fixed-fee proposal.

03

Kick-Off & Impact: We begin our partnership and start the journey toward a more efficient, effective, and impactful organization.

Ready to reclaim your time and refocus on your mission?

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