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Issue: March 30, 2026

Healthcare Consulting Firm TempDev is Helping Organizations Leverage Technology to Drive Measurable Improvements in Efficiency, Reduce Administrative Burden and Ensure Technology Works for Delivering Care



Laura Miller
CEO

TempDev

Interview conducted by:
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CEOCFO Magazine

CEOCFO: *Ms. Miller, what is the overall vision behind TempDev and what is your focus right now?*

Ms. Miller: TempDev, from a high-level overview, is a healthcare consulting firm. We partner mostly with community health centers, ambulatory medical groups, and private equity-owned groups, to solve technology and operational issues. We are seated at the intersection of technology and operational issues, bringing in technical solutions and often times workflow optimization. We try to bridge that gap. Our consultants at TempDev know healthcare and they know the technology behind it. Our biggest focus is leveraging that knowledge to drive measurable improvements in efficiency, reduce administrative burden, and ensure technology actually works for the people delivering care, not against them.

CEOCFO: *Do many healthcare organizations recognize the need to have help with all of the technology that they are surrounded with these days?*

Ms. Miller: With all the hype around AI in 2026, professionals across industries — and especially in healthcare — are beginning to recognize that there is a capability gap they need to address. Many of the more forward-thinking practices identified this need earlier, particularly as healthcare revenue models continue to evolve and organizations face increasing uncertainty around reimbursement sources, collection processes, and even who the true customer is in the care journey.

As these dynamics shift, practices are asking important questions about how they will remain financially sustainable in this new era of healthcare. They are evaluating how to stay competitive, maintain operations, and generate margin as federal funding models and other operational structures change. Increasingly, technology is emerging as a critical lever to help organizations adapt, improve efficiency, and support long-term viability.

CEOCFO: *Would you give us an example of a typical engagement, and something a little more outside the box?*

Ms. Miller: A typical engagement for TempDev often begins with an assessment and optimization, both on the electronic health record (EHR) and practice management side. Each healthcare organization has a unique business model, so their needs can look very different. We may start with remote interviews to understand workflows, but when clinical operations are involved, we often spend time onsite observing how care is actually delivered. We look at what our healthcare IT clients do from a systems perspective, make notes, and look at how they manage patient care as well as the patient experience. We monitor the facility operations, conducting time studies of how long things take at each step in the process. We also meet with leadership to understand the strategic goals of the organization and where we can implement changes that will drive the most substantial impact.

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After we've completed our "audit," TempDev comes back and makes a recommendation list. We first look at the "low-hanging fruit" and see how we can elevate our clients' current performance and enact meaningful change as soon as possible.

As consultants, we also look at the organization's longer-term objectives and goals. We will help them from a development standpoint. Maybe they just need a few dashboards, some templates, or updates to their charts. They may need support from a technology standpoint or help to implement a new system. We assist with staff training and interoperability, and then cross-train their team so they can support it independently over the long term. That is a typical engagement cycle for TempDev.

In one instance, an Ambulatory Surgical Center (ASC) company came to us and wanted to know how they could more accurately recognize revenue. Because these groups often bill global, technical, and professional components for high-value procedures, leadership wanted clearer visibility into what they could realistically expect to be paid. Their physician partners were asking, "What will reimbursement look like, and how can we track that with confidence?"

Their goal was very specific. They wanted transparency at every point in the claim lifecycle, with revenue projections that could be traced down to the individual visit and procedure code.

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To support this, TempDev helped ensure the core system was configured appropriately to capture the necessary data. We then implemented a business intelligence solution and data warehouse strategy that allowed the organization to analyze performance in real time and make more informed financial decisions moving forward.

CEOCFO: *When you are assessing what is going on in a company, what do you look at that less knowledgeable people do not recognize?*

Ms. Miller: I strongly believe in speaking directly with the people doing the work to truly understand what is happening within our clients' organizations. At the same time, I believe just as strongly in examining the system itself with a very detailed lens and embedding myself in the day-to-day processes that shape how care and operations are delivered.

My background is in engineering, and I naturally approach engagements with a developer's mindset. I want to see exactly how workflows function in practice because there can often be a meaningful difference between how a process is intended to work and how it actually unfolds in real life. That is why I focus on validating observations with empirical evidence and data. The numbers often tell a story that is not immediately visible on the surface.

At TempDev, we have built a robust toolkit of reporting scripts that allow us to conduct this level of analysis efficiently and comprehensively. It is not uncommon for new clients to come to us feeling that they are losing revenue but unsure where the breakdown is occurring. By leveraging these tools, we can often evaluate performance across the revenue cycle within a very short period of time, helping leadership gain clarity and identify opportunities for meaningful improvement.

CEOCFO: *Do potential clients understand the difference in your approach?*

Ms. Miller: TempDev is a specialized technology consulting firm, so we really operate within a distinct niche of the broader healthcare industry. Because of that, I think people are aware of TempDev within our circles, but less so across the healthcare industry at large. What sets TempDev apart is our ability to use people and data as parallel tools to achieve a company's goal.

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From the very beginning of an engagement, alignment matters deeply to me. I never want to start a project without a shared understanding of what success looks like. We spend meaningful time in conversation with prospective clients, learning about their operational challenges, their systems, and their experiences. That intentional discovery process helps organizations feel confident that they are partnering with a team that genuinely understands the complexity of their environment.

Over time, that level of understanding builds trust. And in healthcare consulting, trust is what ultimately leads to the most impactful work and the strongest long-term client relationships.

CEO CFO: *Would you tell us about the recently released Chronic Care Management (CCM) 2.0 Template Suite is this typical of how you engage with customers?*

Ms. Miller: Of course! I'm happy to share more about the recent CCM announcement. Within TempDev's structure, we have both a services side of our company and a product side. For the product side of our company, Chronic Care Management (CCM), we have multiple clients wanting to participate in this program. Their needs can differ. Sometimes they want to know how to increase their revenue, other times they're looking for insight into how to take better care of their patients. That is often the goal of so many groups that we work with. TempDev's capabilities and software expertise allow us to build products that meet a need within our client base and we have seen many of these products be so successful when fully implemented into their systems.

For CCM, we partnered with NextGen®. They had previously offered a chronic care management suite, and they asked us to take care of its newest version. We used the latest release from NextGen to be able to do a lot of things that weren't previously available. We then integrated it into NextGen's core workflow, so that if you are a current care manager, you are still using the same familiar system you always have.

From this update, we've seen strides for helping companies keep track of time and lab follow-ups to meet all the stringent documentation requirements by the Centers of Medicare and Medicaid Services (CMS). We've also started to do more care coordination with our new dashboard that helps you capture revenue and reports correctly with just a few clicks every month.

CEO CFO: *How do you reach out to potential clients?*

Ms. Miller: We reach out to potential clients in a few different ways. TempDev participates in industry conferences and has an active blog on LinkedIn that helps us reach healthcare companies in need of optimization. To be honest, the large majority of our clients come from word of mouth. They come from happy clients telling potential new clients about us. We get a lot of referrals and the majority of our business is referral based, which is something I am extremely proud of as CEO.

CEO CFO: *What is your geographic reach?*

Ms. Miller: We service the entire country. Ever since 2007, when the company was founded, we have always been a remote company. Being remote doesn't seem too crazy now, but it sounded crazy back then. Personally, I got my start in California. I think California has some of the most complicated billing requirements in the country, and it also has some of the most innovative healthcare systems. At TempDev, we are always solving problems at the forefront of healthcare, and the need for that has no geographic boundaries.

CEO CFO: *Do you find differences working in different parts of the country or in different sized organizations?*

Ms. Miller: I think from the clinical perspective, our client's needs are similar regardless of where in the country they are based. Each state may have its own Medicaid structure, grant opportunities, and participation requirements, which can introduce additional layers of complexity.

For example, we often support organizations with Title X reporting, and within that framework, implementation and compliance expectations can differ significantly from state to state. Billing requirements, documentation standards, and reporting processes are not always consistent, which can make it challenging for organizations to navigate these programs effectively.

This regional variation is often where clients feel the most overwhelmed. Part of TempDev's role is helping them interpret those requirements, configure their systems appropriately, and create workflows that support both compliance and operational stability. In many ways, the complexity of these evolving expectations is also what drives demand for the kind of specialized support we provide.

CEOCFO: *Do you need to be on top of all the requirements or do you need to research separately for each situation?*

Ms. Miller: Our clients are rather sophisticated in knowing what they need. They give us requirement specs from their vendors and we conduct our research based on that. Clients don't always know how to articulate what they want or how to build it, but they know what is required.

CEOCFO: *What do you look for in your people?*

Ms. Miller: As a leader, I look for a sense of ownership, accountability and integrity. It doesn't hurt if they are bright as well. Those are my foundations that I look for with any consultant. Within TempDev, we have a talented group of people, and we can solve a lot of problems that most people are not able to. If mistakes happen, as they are bound to at some point, we need to be upfront about it - especially in a healthcare arena, because there could be patients' lives involved. Things can get very dangerous, so I look for people where the buck stops with them, and people who are tenacious with solving problems.

CEOCFO: *Are you seeking funding or investment as you grow?*

Ms. Miller: No, I have bootstrapped the whole company. I have always remained the single investor. This helps us to stay agile and pivot in real-time based on changes, to stay current with the needs of our clients and employees.

CEOCFO: *What should people know about TempDev that we haven't discussed?*

Ms. Miller: The systems that healthcare currently has in operation are pretty good, but they're far from perfect. Many times the issues are in the configuration and implementation of these systems. If facilities are struggling, they should engage in a consulting firm like TempDev because a lot of times those struggles are unnecessary and there are a lot of ways to relieve the issues that will ultimately drive higher profits and less friction in operations.

With TempDev, a lot of times we will meet with a client who tells us that no one else was able to solve this problem, so they thought all hope was lost. If they are meeting with a firm that cannot or has not fixed those issues, they should look for another firm.

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