

Optimizing people, process and technology in business operations.



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Lean Six Sigma Greenbelt

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Agenda Review

- ◆ Introduction
- ◆ Driving Adoption of Technology
- ◆ Optimizing People
- ◆ Optimizing Processes
- ◆ Optimizing Technology
- ◆ Critical Success Factors
- ◆ Wrap-Up

Introduction

Meet Karen Scott, MBA, PMP, CPHIMSS

Karen Scott is an experienced program director and strategic consultant with almost 20 years of proven expertise in planning, implementations, training and management in healthcare initiatives. A strong leader who is skilled in all phases of the project lifecycle, program governance, forming highly-effective teams, client-focused, effective resource utilization, and communication. Karen has worked with numerous healthcare organizations where she has developed a reputation of integrity, dedication, and building strong relationships. Karen is the CEO of Healthcare Project Management Partners, LLC.



The Story of HPMP

- ◆ Healthcare Project Management Partners (HPMP) is one of the leading sources for healthcare providers seeking effective project management solutions. Since the start of HPMP in 2007, we've partnered with our clients to identify and implement appropriate project management principals and procedural advancements that promote notable results.
- ◆ HPMP brings multi-industry experience to our strategic project planning. We leverage the best practices of our construction, banking, finance, and healthcare industry experience of our team members.
- ◆ HPMP focuses on tailoring our solutions to meet our clients' specific challenges, no matter how complex and we believe that the ongoing participation of our experienced consultants on every assignment is the key to ensuring that our clients' desires are met. *We Optimize **Your** People, Process and Technology.*

Driving Adoption of Technology

- ◆ Why do we have projects in the first place?
- ◆ What drives business strategy?
 - ◆ Business development
 - ◆ Streamlining operations
 - ◆ Regulatory requirements
- ◆ How do you measure the benefits of your projects?
 - ◆ Is the new solution being used? How do you know?
 - ◆ Are work-arounds in place where workflows weren't properly vetted?

Optimizing People

💧 Individual Motivation:

- 💧 #1 question from those impacted by change – WIIFM??
 - 💧 Are the benefits defined?
 - 💧 How will this impact me? How do I get trained? Will I still have a job?
 - 💧 Do affected staff have a clear understanding of the benefits of implementing this solution?

💧 Operational Buy-in:

- 💧 Is leadership supportive of efforts to improve operations through the use of information technology?
- 💧 Has leadership set clear expectations?
- 💧 Is leadership enthusiastic about achieving the benefits this change could bring?

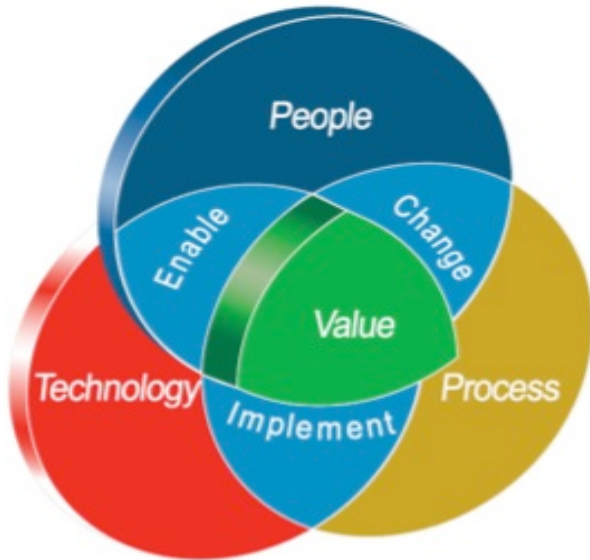
Optimizing Processes

- ◆ Current & Future State Workflows:
 - ◆ Have you conducted a current-state workflow analysis?
 - ◆ Have you mapped out future-state workflows with an interdisciplinary approach?
 - ◆ Has this information been shared with the testing and training teams?
 - ◆ Focus on **standardized** workflows using the 80/20 rule:
 - ◆ 80% for efficiency
 - ◆ 20% because we all have some unique features

Optimizing Technology

- ◆ Have you created a list of evaluation criteria / functional requirements to be used in the vendor selection process?
- ◆ Do you have the appropriate technical resources?
- ◆ Have you assessed the proficiency of your staff's computer skills to ensure basic aptitude?
- ◆ Have you compiled an accurate list of all current hardware and software?
- ◆ Have you inventoried your IT infrastructure (network, power, space for server, network jacks)?
- ◆ Have you tested every component and outlet?

Critical Success Factors



◆ Communications:

- ◆ Two-way communications
- ◆ Involve the front-line staff
- ◆ Be flexible
- ◆ Expect the unexpected
- ◆ Don't make assumptions
- ◆ Provide feedback
- ◆ Build relationships

◆ Training and Support:

- ◆ 100% participation
- ◆ Eliminate distractions
- ◆ Practice, Practice, Practice
- ◆ Lunch-N-Learns, Tip Sheets
- ◆ Provide relevant training (specific to audiences)
- ◆ Workflow training

Example of how to tie it all together via Workgroups

Workflow Workgroup

Reviewing the [enterprise workflows](#) with the local systems and determining the [gaps](#) of workflows to be created. This group will also facilitate hosting workflow review sessions with various departments.

Training / Staffing Workgroup

Finalizing [training curriculum](#), [monitoring training](#) activities and [ensuring proficiency](#) of end-users using ABC System. This group will also assist with determining the [staffing requirements](#) to backfill positions for staff that are in training.

I.T. Workgroup

The workgroup has created sub-workgroups for: [devices](#), [interfaces](#), [security](#), [reports](#), [downtime](#), and [transitioning/decommissioning systems](#).

Physicians Workgroup

Developing and implementing [strategies](#) around [physician engagement](#) and [adoption](#) of ABC System.

Communication Workgroup

A variety of communication needs of the ABC project: [event planning](#), [newsletters](#), [memorandums](#), and sharing information from the other workgroups.

Clinical Content Workgroup

[Care Plans](#), [Clinical Pathways](#), [Flowsheets](#), [SmartText](#), [Discharge Instructions](#), Other Identified Content.

Questions?





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