

Staff Augmentation Case Study



Client Profile

A U.S. health system crossing several states, and covering 17 hospitals and numerous specialty clinics and imaging centers experienced a sudden departure of their Enterprise Imaging Applications manager, who managed a team of 10 Application Analysts, responsible for managing the centralized data center, Enterprise EHR, Imaging and Clinical Content Management systems, and Cardiovascular Imaging systems. There was an immediate need for someone with relevant industry and leadership experience to step in and provide the leadership necessary to maintain reliable service delivery, while optimizing group operations and team performance to support ongoing strategic initiatives.

Our Methodology





Process & Outcome

Our Role

Provide interim leadership and establish a stable organizational model for the support of existing clinical applications and a consistent methodology for implementing new systems. Specific responsibilities included:

- Team skills and qualifications analysis to establish a resource skills matrix
- Assist with the team hiring process to bring on qualified and cohesive resources
- Establish an efficient and effective support model for enterprise application management, issue tracking and remediation, on-call coverage, system upgrades and testing, and hospital support
- Sustain healthy growth through prioritization of ongoing system procurement and implementation
- Implement consistent governance for communication and status reporting to leadership for project implementations, system support, and team development.
- Participate in the analysis and design of clinical dataflow, workflow, and system interoperability for enterprise projects.

The Result

Established a sustainable support model for incumbent systems and created a measurable team development and maturity model. Facilitated organizational and team growth, including succession planning for replacement of the imaging team leader. Specific achievements included:

- Ensured that enterprise implementation projects were performing within established budget and timeline guidelines
- Established an efficient and sustainable support structure including system monitoring, software upgrades and renewals, qualified on-call coverage, and effective issue management for timely resolution
- Created several templates for team and system governance, project management, system support, change management, and workflow design.
- Collaborated in the hiring of several key analyst resources, as well as the new, permanent imaging leader