

Program & Project Management Case Study



Client Profile

A 5-hospital health system with a large ambulatory network, research institute, centralized infrastructure, enterprise EHR, and IT and clinical applications support teams sought to implement an enterprise Cardiovascular Information System (CVIS). The Project Manager (PM) Subject Matter Expert (SME) was engaged to conduct discovery, analysis, and integration between the EHR CVIS and third-party CV applications with structured PM services.

Our Methodology

Project Management Best Practices + Subject Matter Expertise

01

Initiation

Establish project charter & identify stakeholders



Define & clarify scope & success criteria



Establish project governance & communication plan



02

Planning

Build a detailed plan including schedule, milestones & tasks



Collaborative workflow & system design sessions



Identify deliverables, ownership & resources



03

Executing

Establish clear & concise communication within the project team



Inform & engage stakeholders across the organization



Maintain documentation of key discussions & decisions



04

Monitoring & Controlling

Monitor & report on scope & progress towards milestones



Proactively identify & correct risks to project schedule or budget



Implement change management processes



05

Closing

Ensure client acceptance & satisfaction



Perform post-mortem for lessons learned



Deliver final reference & operational support documentation



06

Credentials & Experience

Engage PMP certified SMEs who follow PMI & PMBOK guidelines



Look for industry experts with hands-on clinical & health IT experience



Draw on knowledge & experience to avoid common pitfalls





Process & Outcomes

Our Role

- Execute a 3rd party CV application analysis for HL7, discrete data, DICOM, non-DICOM, registry, inventory, and billing integration needs.
- Perform a cost analysis for software and device upgrades, integration, professional services, support, and custom configuration needs.
- Conduct future-state integration and dataflow whiteboarding including EHR, EHR-CVIS, EI platform, and 3rd party CV applications.
- Define individual project charters that include a business case, scope of work, milestone schedule, resource requirements, measurable outcomes, and project risks.
- Provide PM support throughout the engagement to ensure proper governance was established and maintained for the charter build, project schedule, risk/issue management, communication, and status reporting.
- Provide Program Management to oversee third-party CV application readiness and staging for EHR-CVIS integration.
- Facilitated ongoing collaboration between senior leadership and project sponsors, Information Services (IS) teams, clinical specialty teams, CV department administrators, and vendor teams.

The Result

Facilitated the successful delivery of an integrated enterprise EHR-CVIS solution by providing PM/SME services throughout the engagement to deliver the following outcomes:

- Deliver a comprehensive analysis for 3rd party CV application integration needs, cost, implementation roadmap, and overall impact to the EHR-CVIS project.
- Designed future-state integration and dataflow including EHR, EHR-CVIS, EI platform, and 3rd party CV applications.
- Established program and individual project governance with defined charters, project schedules, risk/issue management, and communication plans.
- Managed 3rd party CV application upgrades, installation, and integration with the EHR, EHR-CVIS, and EI platform.