

# Women's Health Imaging Case Study



## Client Profile

A group of physicians planned to open a new women's health imaging network to provide mammography and bone density screening services across 3 distinct facilities within a large metropolitan area. Being a new venture for the group, they sought expert advisory services to manage modality and RIS/PACS installation and deployment, define operational processes and clinical workflows, and obtain American College of Radiology (ACR) accreditation.

## 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 & Outcome

## Our Role

- Manage the deployment of a new RIS/PACS system, including clinical workflow and dataflow design for efficient collection, interpretation, archival, and sharing of imaging exams and results in close collaboration with client and vendor stakeholders
- Coordinate and oversee the installation and inspection of new modalities
- Collaborate with client staff to define operating policies and procedures inline with ACR, MQSA, and industry requirements, standards, and best practices
- Arrange applications training for technologists, radiologists, and IT staff in collaboration with technology vendors
- Work with accrediting bodies to fulfill MQSA requirements for initial certifications
- Coordinate the ACR accreditation process and MQSA inspections with ongoing activities to expedite time to patient availability and support client staff throughout the initial round of site visits

## The Result

- Successfully opened each facility on time with state licensure and ACR provisional certificates in place
- Designed and deployed operating procedures, RIS/PACS technology, and clinical workflows for safe, efficient, and effective delivery of women's health imaging procedures
- Provided support for clinical, technical, and business management staff throughout the project
- Provided repeatable methodology, documentation, and tools that enabled the client to successfully self-manage the go-live and accreditation processes for all subsequent facilities