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IntegraTe 2016 Creating Engaging Leaders

Welcome to Your New Job!

Exercise #1



Sunshine Happy Sunshine Healthcare

- **Background:**

- You are hired to be part of the turn around team for SHSH’s ERP Modernization. This project is primarily aimed at improving Administrative Efficiency for the HR Team and managers.

- **The Situation:**

- The current ERP system includes both HR and Finance functions for the hospital.
- It is several releases behind with only minor annual enhancements in the last 10 years.
- The team that supports the current system consists of a manager and 4 IT analysts.
- Most knowledge of the current system is “tribal” in nature (ie. not formally documented and existing mostly in the heads of a few subject matter experts)
- Automation is seen as a threat to many HR staff who are afraid their jobs will be eliminated.
- User satisfaction with the current system is at an all time low due to the manual nature of HR paperwork and the general confusion surrounding on-boarding, hiring and annual review processes.
- Several “Bolt-On” projects have failed in the past 2 years because of limited interface capability and a lack of enthusiasm for change in the IT and HR departments.

- **The Assignment:**

- You must develop 6-10 milestones that outline (at a high level) your team’s approach to delivering a successful project without repeating the mistakes of the past.
- You must convince your Board (this room) that your plan is sound.



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- **Project Curveball #1**

- HOLY Regulations Batman!

- New Regulatory Rules on how your HR system must handle reporting are changed. This new regulation will result in major fines for SHSH unless the project is delivered 2 months earlier.
 - A failing grade means “curtains” for SHSH...its ALL on the line.
 - Your project needs to change...and we mean NOW.

- **The Assignment:**

- Develop an alternate plan that meets the timeline.



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- **Project Curveball #2**

- Major Shake Up

- Its become clear that a member of your stakeholder team (a direct Report to the CEO) is impeding progress.
 - They don't show up for meetings and are falling weeks behind on decision making; you have had to go around them directly to their team members for answers.
 - You and the team have no confidence that changes required by your plan will be rolled out effectively.

- **The Assignment:**

- Develop a strategy to mitigate the risk and present to the CEO.
 - Oh yeah...the CEO and the Patient Services Department Head are "Besties"

Exercise #2



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- **Background:**

- You are hired to be part of the turn around SWAT team for SHSH's Business Intelligence Team. Ever Since the EMR went live IT has been swamped with requests for reports in the following categories:
 - Administrative Cost Control (Labor, Supplies, Maintenance, etc)
 - Clinical Decision Support
 - Fraud and Abuse
 - Improve Care Coordination
 - Improved Patient Wellness (Chronic Disease Control)

- **The Situation:**

- The current team currently consists of 3 analysts who were formally report writers.
- SHSH has spent significant time and money setting up a data warehouse that includes most data sources.
- To date only a handful of departmental dashboards have been delivered. They are slow and require a good deal of training to interpret.
- Adoption of the limited functions is very low. Only 5% of the targeted users have ever logged into the warehouse.
- There are over 2000 requests in the work queue submitted by every team and discipline at SHSH.



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- You must develop 6-10 milestones that outline (at a high level) your team's approach to delivering a successful Business Intelligence Function within your organization.
 - You must convince your Board (this room) that your plan is sound.



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- **Project Curveball #1**

- HOLY Regulations Batman!

- New Regulatory Rules just came out. This new regulation requires full use of the BI platform and data warehouse. Failure to comply will result in major fines for SHSH unless the project is delivered within 2 months.

- A failing grade means “curtains” for SHSH...its ALL on the line.
- Your project means to change...and we mean NOW!

- **The Assignment:**

- Develop an alternate plan that meets the timeline.



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- **Project Curveball #2**

- Major Shake Up

- Its become clear that a member of your stakeholder team (a direct Report to the CEO) is impeding progress.
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- Wrap up and Group Discussion

*Growth is never by mere chance; it is the result of forces working together.

-James Cash Penney



Calling All Change Agents!

Business Intelligence, Streamlined Workflows, Interoperability, ERP Upgrades, EMR Usability...
The list of what we MUST do is getting longer...Isn't it time we came together to get this done?

Introducing the

South Florida HIMSS Change Agent Forums:

A series of town halls aimed at supporting the brave leaders on the front lines of changing healthcare.

- South Florida's most innovative healthcare organizations have come together to create a forum for sharing best practices and talking straight about the pitfalls we all face making the *promise* of healthcare a reality.
- No sales, real talk, true collaboration...with focused topics driven from your priorities.
- Open forum for all management levels.
- Lets roll up our sleeves and get to work...together!

March 20th 2017

9AM-11AM

Nova Southeastern University Campus
3200 S. University Drive Davie, FL 33328
Terry Administrative Building
Chancellor's Dining Room

SIGN UP TODAY!