Program and Project Management

We stood up an internal Project Management Office (PMO) to complete a large-scale system implementation on time, within scope and under budget.

Client Overview

The client is a managed care organization (MCO) that provides health services to members within Pennsylvania. They are one of the largest Medicare programs and the largest D-SNP program in the state.

Outcomes

» Project management and oversight
» Post go-live strategy
» Risk mitigation
» System implementation
» Change management

CHALLENGE

The client engaged ProspHire to program manage a large-scale system implementation. They did not have the necessary project management structure, resources or processes in-house and needed program oversight to complete the implementation within 18 months.

SOLUTION

ProspHire stood up a Project Management Office (PMO) within the client's organization and implemented various standards to oversee all project verticals. They set up multiple workstreams with dedicated resources to drive each key area of the project, including change management, readiness and adoption, data integration and compliance reporting. ProspHire developed and ran the PMO to manage scope, status and stage gates, and provide leadership with the insight they needed to make critical path decisions with real-time data. They also managed and mitigated risk and developed a contingency plan for system failure that they did not have to implement.

RESULT

ProspHire helped the client implement the system on time, within scope and under budget. Additionally, they helped develop and execute change management processes and a post go-live strategy to ensure seamless system implementation support and continued program success.

Let's have a conversation
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About ProspHire

ProspHire is a management consulting firm focused on healthcare advisory, project delivery and strategic resourcing. Founded on the core value of relationships, with the goal to "prosper together," ProspHire partners with clients to identify and solve their most significant people, process and technology challenges.