



# Program Management for a Major System Implementation

*National Healthcare Outpatient Company*

## ***Type of Business***

Client is a leading national provider of diagnostic imaging services from highly sophisticated PET, MRI and CT to more common X-rays and ultrasound. Services are delivered through a network of owned and operated diagnostic imaging centers.

## ***Statistics***

Annual Revenue  
\$250 Million

Number of Clinical Locations  
76 in 10 states

Contact Information  
Available on request

## ***Business Challenge***

National provider of radiology services sought improved operational performance through standardization of core processes and information systems supporting all patient care services. By standardizing process and information systems, they sought to eliminate a complex environment of multiple vendor solutions that lacked consistency and integration both in terms of technical platforms as well as functionality and operations. They wanted to accelerate the pace of the implementation of process and technology solution to begin reaping benefits of standardized solution more quickly

## ***Actions and Results***

Avalion provided Project Management for this nationwide effort over a period of 2 years. We developed, implemented and managed key project management tools including

- ▲ Project Methodology
- ▲ Project Workplan
- ▲ Project Management Toolkit



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Working hand-in-hand with senior management, Avalion organized and led a project team of 40 – 80 team members including Avalion, client and vendor resources. Also directed efforts of eight separate subsidiary teams composed of subsidiary management and leadership and ranging in size from 10 – 30 members depending on the size of the subsidiary.

The broad and encompassing project consisted of nine major teams including:

- ▲ Information Management Team
- ▲ Database Team
- ▲ Infrastructure Team
- ▲ Process Team
- ▲ Training Team
- ▲ Reporting Team
- ▲ Integration/Interface Team
- ▲ System Test Team
- ▲ Go Live Support team

**Standardized processes and information system capabilities were in place across the entire nation in less than two years, successfully delivering a foundation that provides standard operations and business metrics across all practices and subsidiaries. Management is now able to establish key business metrics that can be used to monitor performance of the entire company. Savings are being realized through shared job functions across the country. The project itself came in under budget by more than \$500,000.**