



CASE STUDY

Healthcare Industry

Operations and IT Project Issues



CHALLENGE

The company was developing a cloud-based Electronic Health Records (EHR) system. The project faced frequent disruptions due to operational inefficiencies and poor leadership. Key stakeholders weren't involved early in the planning stages, leading to user adoption issues and functional gaps. Additionally, IT resources were stretched too thin due to unclear project priorities, and operations struggled to support the growing demands of healthcare providers using the system.

SOLUTION

A detailed PMO evaluation was conducted, revealing that the company lacked a centralized governance structure to oversee multiple concurrent projects. A project prioritization matrix was implemented, and the PMO was restructured with clear leadership roles and responsibility matrices. They also adopted a hybrid project management approach, combining Agile for IT development and Waterfall for operations processes. To address user adoption, the team was re-engaged for a detailed requirement-gathering exercise, and frequent feedback loops were created.

BENEFITS

The EHR system was delivered with 90% user satisfaction and a 20% increase in system functionality. The new prioritization system helped reduce resource allocation conflicts, allowing the IT team to complete projects on time. MedX saw an overall improvement in operational efficiency by 18%, as user training and support operations were streamlined to handle the influx of new healthcare providers adopting the EHR system.

ABOUT CLARITYBOLD

ClarityBold specializes in delivering comprehensive project management assessments and providing fractional project management leadership. We help businesses optimize their project operations and ensure successful outcomes through expert evaluations and strategic support.

AT A GLANCE

CHALLENGES

- Poor Leadership
- Operational inefficiencies
- Unclear project priorities
- Unable to support growth

BENEFITS

- 90% User Satisfaction
- 20% in System Functionality
- 18% increase overall in operational efficiency