



Lyfe Solution PMO

Case Study: Healthcare Technology Implementation

Project Overview

Lyfe Solution PMO partnered with a regional healthcare provider to implement a documentation and case management solution within their existing Electronic Health Record (EHR) system. The project aimed to improve efficiency, ensure smooth integration, and enhance patient care outcomes.

Objectives

- Finalize project charter and secure stakeholder acceptance.
- Deploy a documentation solution across inpatient, surgical, recovery, and facility care units.
- Configure environments (test & production) and connect securely to the EHR via API.
- Ensure staff education and adoption of the new system.
- Go-live within the agreed project timeframe.

Approach

- Applied PMI-aligned project management methodology for scope, risk, and stakeholder management.
- Coordinated closely with IT teams, clinicians, and external vendors to ensure alignment.
- Established test and production environments for validation before rollout.
- Delivered structured training to ensure staff readiness.
- Provided oversight and governance to monitor risks and address issues early.

Outcomes

- All deliverables and in-scope items completed successfully.

- Go-live achieved on schedule with minimal issues reported.
- Admission workflows successfully expanded to capture additional case types.
- Staff adoption and engagement were strong, with positive feedback from end users.
- No open action items or unresolved issues at project closure.

Lessons Learned

- Once the system interface was properly configured, project completion accelerated significantly.
- Strong stakeholder engagement and cross-team communication were key to smooth adoption.

Value Delivered

- Enhanced clinical efficiency through streamlined documentation and case management.
- Improved patient tracking with expanded case type recognition.
- Reduced implementation risks by adhering to PMI best practices and Lyfe Solution PMO governance.
- Strengthened client capabilities to support future clinical and IT initiatives.

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