



Success Story Healthcare Organization

*"This was a very intricate project with a lot of moving pieces. Because of their performance so far, I have 100% confidence that Gardner's team will pull it all together so that we can put in place unprecedented measures to ensure the safety of all our patients." –
Program Manager,
Healthcare Provider
System*

THE CHALLENGE

A dominant healthcare provider was preparing to launch an enterprise-wide initiative using third party software applications to solve a pressing demand for functional patient safety documentation as well as uniform standards to measure the efficacy of provider performance. This enterprise-wide system would touch all aspects of the services received by their patients. The successful installation and implementation of the applications and their integration with existing clinical programs, infrastructures and services had to be flawless or patient satisfaction and safety could be compromised.

Our client decided to contract with three consulting firms to provide a team of consultants to integrate these purchased systems. These consultants had to be healthcare industry experts in Knowledge Management, System Analysis and Program Management. The challenge was how to find quickly 12 industry experts with the knowledge, skills and experience to bring the integration to a successful implementation.

THE SOLUTION

Gardner conducted thorough reconnaissance at the client's site, administering discovery interviews with each of the responsible managers to gain a complete understanding of their ultimate criteria for success. Gardner then leveraged their vast network of available consultants to provide quickly the consultants who met all of their exacting standards. Gardner Resources provided two-thirds (8 of 12) of the consultants retained for this project. Gardner was the only firm who had both the network and the proven qualification process to provide the core team required to launch the project.

THE IMPACT

Our efforts allowed our client to launch the project on schedule. Once complete, this comprehensive Patient Documentation System will preserve the integrity of patient data while improving overall patient safety.