

Transforming Patient Care and Operational Excellence: How a Lean Organization Upgraded Its Platform for Improved Outcomes



CASE STUDY

Our client, a prominent nonprofit healthcare organization, faced significant challenges with the absence of technology leadership, incomplete technology initiatives, and change fatigue.

CHALLENGE

At the outset of the project, our client encountered several significant challenges, including a lack of technology leadership and inadequate support from their parent company's IT department. This absence of guidance led to unsuccessful technology initiatives, leaving the organization grappling with change fatigue among its employees.

As a result, the team struggled to navigate the complexities of the technological landscape, underscoring the critical need for a strategic approach to drive effective transformation and operational efficiency.

HOW LABUR RESPONDED

LABUR stepped in to support our client in modernizing their patient care platform and achieving operational excellence. Our comprehensive approach included platform modernization, contracting, and architectural improvements, coupled with effective organizational change management. We focused on enhancing technology team readiness through targeted training and developed a robust support plan to ensure sustained success. This multifaceted strategy not only streamlined operations but also empowered staff, leading to improved patient outcomes and organizational efficiency.

RESULTS



Guided the client through a technology and system integrator vendor selection



Aided the client in making sound architectural choices.



Offered a tailored plan and co-managed the client to business readiness



Provided insight on vendor partnerships, co-developed system training, and developed a post-go-live plan

Interested in LABUR's advisory services, strategic resourcing, or executive search offerings?



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