

Capturing Success

Project Title: NICU PHASED OCCUPANCY

SUMMARY

IMA Consulting provided project management assistance for the planning and operations support of two inpatient units in newly constructed facility expansion.

PROBLEM

A Pennsylvania children's hospital lacked an experienced, dedicated resource to coordinate and lead project activities. The need existed to provide a single communication point for planning and decision-making of multiple phases of construction, occupancy, and programmatic operations for two inpatient units and on outpatient clinic.

SOLUTION

IMA Consulting provided a knowledgeable, dedicated resource to work collaboratively with multiple facility service areas to execute plan development and unit occupancy seamlessly. The work requires coordination with Facilities and Project Management, Information and Telecommunications Systems, Ancillary Support Services, Clinical Support Services, Nursing Education, Executive Team, Development and Marketing, Purchasing and Logistics, and Physician Referral Services.

RESULTS

Both multi-phase expansion projects were completed on time. Minimal post-occupancy issues arose, and were resolved quickly.

THE IMA APPROACH

Close integration of the IMA Consulting resource into the organization promoted ready acceptance of that consultant as the single communication point for planning and decision-making. The collaborative model employed by the consultant facilitated coordination of multiple stakeholders' perspectives and demands.