



Complex initiatives made simple.

The Product

A Program Management Office (PMO) can be a vital tool for building an organization's core competencies, and delivering maximum business value from its portfolio of projects. The Fulcrum Methods *Program Management Office Methodology* is a proven toolset to identify, achieve and maintain value from your Program or Project Management Office. Use Fulcrum Methods' *PMO* to harness:

- Strategic change management initiatives
- Information technology planning, vendor selection, development, implementation and support projects
- Process improvement initiatives
- Operational service excellence programs
- Disparate yet interdependent initiatives
- Revenue cycle, compliance management and claims/remittance improvements
- Facility improvement and construction projects

The People

"There is a lot being said about the need to get things done in information technology. Fulcrum is a tool that gets things done. It takes you from talk to action."

Craig Castro, CEO
Community Medical Centers – Clovis Campus

The Power

- Consistent project management and governance
- Coordinated quality improvement (Six Sigma, CQI, ITIL and other standards)
- Reduced project failure rates
- Increased customer satisfaction
- Synchronized organizational efforts
- Defined assessment workflow for project prioritization/approval/scheduling/sizing/budgeting/resourcing/status/quality
- Improved visibility around change initiatives

The Value

- Accelerate time to business value
- Maximize quality, forecasting and earned value
- Increase on-time, within budget and to-scope success
- Control cost for in-demand, valuable or scarce resources
- Manage and mitigate risk
- Provide employee continuing education with Fulcrum Methods Certification Program
- Flexible licensing structure scalable to your requirements

The Solution: PMO

Work Plan

- Establishing a new PMO
- Maintaining an established PMO
- Improving existing PMO functions

Guidebook Overview

- Planning and Initiating
- PMO Process Design
- Establish and Implement PMO Structure
- Perform Baseline Assessment
- Consolidate and Build the Program
- Kick-Off PMO Initiative
- Implement Project Management Standards
- Monitor PMO Standards and Processes

Standard Deliverables

- PMO Work Plan
- PMO Charter
- PMO Steering Committee Charter
- PMO Governance Responsibility Matrix
- Project Request Workflow
- Project Prioritization Scorecard
- Project Scope
- Project Sizing
- Project Approval Process
- Project Request Form
- Project Alternatives Study
- Risk Management Plan

Project Management & Collaboration Tool (PMC)

- Secure anywhere/anytime Internet access
- Document repository
- Executive views/dashboard
- Project request management
- Complete project management toolset
- Capacity planning/resource management
- Timesheet entry
- Budget/expenses tracking
- Discussions/news/polls
- Custom application development
- Custom reporting engine



Learn More:

Fulcrum Methods
1901 Harrison Street - Suite 1590
Oakland, Ca 94612
(510) 286-8700
info@fulcrummethods.com



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Stanford Hospital & Clinics

Every year, *U.S. News & World Report* identifies the top hospitals in 16 specialties in the United States. Stanford Hospital & Clinics is recognized as one of "America's Best Hospital" and currently ranked 16 in the U.S.

Stanford enjoys a global leadership position in providing state-of-the-art patient centric care. In order to sustain its edge Stanford Hospital & Clinics depends on their clinician's ability to provide superior care, their staff to deliver operational excellence and IT to implement technology innovation efficiently and effectively.

Challenge

- Create centralized Program Management Office (PMO) approach; providing clear points of accountability for cross-organizational, complex and critical projects.
- Combine three separate project delivery teams into one cohesive Program Management Office (PMO) allowing for each team's unique needs.
- Manage the organization-wide, 7 year EPIC Clinical and Revenue Cycle Information Systems project.

Solution

- Use **Fulcrum Method's Program Management Office (PMO)** as the cornerstone for implementing their new Program Management Office (PMO)
- Implement comprehensive electronic project management and best practice tools for healthcare technology initiatives.
- Use **Fulcrum Methods' Project Management Collaboration (PMC)**:
 - Provide secure anywhere/ anytime Internet access to projects
 - Manage project request workflow
 - Deploy program wide executive views/ dashboards/ reports
 - Implement budget/expenses tracking
 - Automated project status reporting
 - Reports available for real-time issue, risk, decisions and milestones tracking and accountability
- Complete EPIC Clinical and Revenue Cycle Information Systems project management on PMC platform
 - Organizing 22 locations and 9 applications
 - 150 EPIC CIS users including offsite vendors and contractors
 - Integration of project plans with EPIC "Check Lists"
 - Automated Steering committee reporting on issue, risk, decisions, milestones and change control.

Results

- Fulcrum Methods **Program Management Office (PMO)** was used to bring previously outsourced PMO in-house eliminating two redundant project offices.
- Fulcrum Methods **Vendor Selection Methodology** optimized for Stanford's distributed environment providing a structured approach to identify, evaluate and select vendors; delivering a cohesive environment.
- Stanford customized Fulcrum Methods **Systems Implementation Methodology** for their demanding IT team's needs enabling more on time, on budget and within scope projects.
- Certification training on all deployed Fulcrum Methods resulting in several employees receiving certification awards at annual Fulcrum Methods' User Group conference.



STANFORD
HOSPITAL & CLINICS

Stanford University Medical Center

At a Glance

- 600 bed Academic Medical Center
- #1 ranking in General Surgery
- #16 "America's Best Hospital"
- 460K inpatient / outpatients yearly
- World renown for treatment of complex disorders, organ transplantation, cancer diagnosis and treatment, cardiovascular medicine and surgery, and neurosciences.
- 2002 - Methods / PMC Installed
- 500 Users licensed and trained
- First 45 days – entire portfolio loaded managing 100+ projects
- 2008 - PMO brought in-house

Additional licensed Fulcrum Methods:

- Systems Implementation
- Vendor Selection
- Contract Guidelines