

## University of Mississippi Medical Center Uses an Experienced Encore Project Manager to Facilitate Critical Projects


**CHALLENGE** The University of Mississippi Medical Center Department of Information Services (DIS) is responsible for IT services for the entire organization. As the organization's IT needs mature, the department is making the transition from supporting specific, targeted applications to enterprise-wide projects with big clinical and business impacts. UMMC needed help in planning, targeting the right resources, and developing the right transition plans to make these projects a success.

With so many key stakeholders using 3M™ SoftMed suite of products but having limited staffing, the Department of Information Services (DIS) was struggling to manage the multiple end user requests for product upgrades, enhancements and implementations.

**SOLUTION** Encore Health Resources provided an experienced project manager, Christa Jackson, to organize and manage the 30 plus 3M application-related projects. Christa began this endeavor by identifying and clearly defining the scope of each of the 3M-related projects. This analysis resulted in the reorganization and prioritization of the projects into fewer than 20 major categories, allowing for easier planning and staffing for each of the products.

Two of the high priority initiatives were combined and handled as one project: implementation of a major platform upgrade, impacting over 450 end users, and implementation of a new application, APC Pro, for outpatient coding. During the project, over 300 new PCs were deployed and, after the 12-hour downtime for the conversion, the software was manually loaded on over 150 PCs at multiple campus locations. At first, UMMC, due to a small desktop support staff, felt overwhelmed by the amount of work required. However, Encore worked with the CIO to find a way to use contractors to support the PC and software deployment.

**IMPACT** Not only did the Department of Information Services deploy the software on time and according to the project plan, but also the project began a track record of success for these large-scale projects. The project fostered teamwork with in DIS, encouraging the team to collaborate across internal departments, and provided new functionality, including an opportunity to improve reimbursement through better outpatient coding.

Yvonne Sanchez, Senior Director, Health Information Management Services, observed: "I appreciate that UMMC gave us Christa Jackson to manage the project so she could work both sides: the end users and DIS. She kept us informed about the internal workings in DIS, which helped us to better understand the project." 



### ABOUT THE UNIVERSITY OF MISSISSIPPI MEDICAL CENTER

The University of Mississippi Medical Center (UMMC) encompasses six health science schools: medicine, nursing, dentistry, health related professions, graduate studies and pharmacy. Four specialized hospitals on the Jackson campus include the only children's hospital in Mississippi, a women and infants' hospital, and a critical care hospital. UMMC offers the only level one trauma center, the only level three neonatal intensive care nursery, and the only organ transplant programs in the state, in addition to many other referral services.

