

Catholic Health Initiatives Enhances Project Management and Visibility with CA Technologies Solutions



A spirit of innovation, a legacy of care.

CLIENT PROFILE

Industry: Healthcare

Company: Catholic Health Initiatives

Employees: 80,000

Revenue: \$10.7 billion

BUSINESS

CHI operates 87 hospitals, two community health organizations, two nursing colleges, home health agencies, and long-term care, assisted living and residential facilities in 17 states. In 2013, CHI provided nearly \$762 million in charity care.

CHALLENGE

CHI needed to enhance project management and improve enterprise visibility. Because CHI project managers use Microsoft Project, that software had to be integrated with CA Project & Portfolio Management, which CHI already used for time tracking.

SOLUTION

CA Services consulted with CHI to evaluate technical and adoption issues, make recommendations and identify best practices. The solution entailed a variety of custom training, including CA Productivity Accelerator.

BENEFIT

In addition to time tracking, CHI now uses CA Project & Portfolio Management for resource management, portfolio management, cost tracking, and project and portfolio visibility, increasing efficiency and cost controls to the extent that CHI has expanded its use beyond IT.



Business

Providing millions with healthcare

The nation's third-largest Catholic health care system, CHI operates 87 acute-care hospitals, two community health service organizations, two accredited nursing colleges, home health agencies, and several other sites including long-term care, assisted living and residential facilities in 17 states. For the 2013 fiscal year, CHI provided nearly \$762 million in charity care and community benefit and had operating revenues of approximately \$10.7 billion.

Challenge

More integrated and effective IT project management with enterprise visibility

CHI's enterprise program management office (EPMO) was established during CHI's "One IT" initiative. The One IT mission was to integrate CHI's disparate IT organizations, which were at the time managed by its various market-based organizations, under one corporate shared services model responsible for enterprise-wide projects including clinical applications, facilities infrastructure, and other IT projects.

CHI needed to increase its ability to manage and control projects across the organization

At that time, CHI used CA Project & Portfolio Management to track project time, giving resource managers visibility into what their teams were working on and providing resource and demand management in support of program and portfolio management. With the passage of the HITECH Act to improve health care delivery and patient care through investments in health IT, along with other organizational and enterprise factors, CHI needed to increase its ability to manage and control projects across the organization. The project executive steering committee set a goal to improve enterprise visibility into its portfolio, and would do so by taking advantage of CA Project & Portfolio Management's full functionality.

Because CHI's project managers use Microsoft Project, it was important for CHI to bring that software into the team's toolbox by integrating it with CA Project & Portfolio Management to continue bringing in the actuals and tracking resources.

Solution

Consulting on integration, best practices and training

CHI Portfolio Manager Angela Strous says, “Integration and user-adoption issues were inhibiting the EMPO’s ability to fully utilize our PPM solutions, so we reached out to CA Services. We were lucky enough to have Services Architect Taunya Moore consult with our portfolio management team for about a week to evaluate the technical challenges and user adoption issues. She made recommendations and helped us identify organizational best practices.

“The solution included hands-on training, remote training for users across the country and CA Productivity Accelerator (CA PA) training. CA Services helped us create training tailored to our project managers’ needs, customizing information appropriate to their use of the tool. We were glad to give our project managers exactly what they wanted, and we’re looking forward to leveraging our CA PA content to reach more users.”

Benefit

Increased efficiency and cost controls; recognition as PMO of the Year Finalist

In addition to time tracking, CHI’s project management office now uses CA Project & Portfolio Management for resource management, portfolio management, cost tracking, and overall project and portfolio visibility.

“CA Services allowed us to help our project managers use the tool more fully.”

Angela Strous

Portfolio Manager, CHI

Strous says, “CA Project & Portfolio Management has increased our efficiency and cost controls to the extent that we’ve expanded its use outside of IT. We’re bringing enterprise-wide projects into the system so that other organizational units can benefit from CA Project & Portfolio Management. We track ideas and projects as well as the portfolio and program. We’re also considering using CA Project & Portfolio Management’s Service Request System Report to support smaller, non-project efforts. We’re currently on CA Project & Portfolio Management 12.1 and are very excited about the increased functionality of 13.2, particularly from my perspective as a portfolio manager.”

Strous continues, “Our relationship with CA Services allowed us to help project managers use CA Project & Portfolio Management more fully and ensure that everyone is on the same playing field. That helps ensure consistent results and successful delivery across all of our projects.”

“CA Project & Portfolio Management has increased our efficiency and cost controls.”

Angela Strous

Portfolio Manager, CHI

CHI has found that one of CA Project & Portfolio Management’s most useful features is the functionality that lets them look holistically at resource utilization. It allows Strous to identify appropriate project resources and their availability; more importantly, it enables her team to support the demands of the organization and meet their customers’ business needs. Strous notes, “CA Project & Portfolio Management is one of the tools in our toolbox that allowed us to be a finalist for the PMO of Year Award.”

*Please note that, in September 2014, the product name in the original customer success story was updated from “CA Clarity Project & Portfolio Management (CA Clarity PPM)” to “CA Project & Portfolio Management”



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