

Project Management

The Foundation of ROI's Engagements

ROI Healthcare Solutions Expertise

In 1999, ROI was founded as a solution to healthcare executive complaints regarding ineffective project management of cross-departmental initiatives, such as best of breed system implementations, which often caused process gaps, inefficiencies, and budget overages. In fact, **ROI's initial tagline was: Project Management Professionals.**

Today, ROI still means that our clients realize value in return for their financial investment by effectively managing projects that optimize processes, technology, and operational teams. ROI's capabilities center around **project management in healthcare initiatives** and span the project spectrum encompassing EHR, ERP and legacy systems.

ROI offers **decades of project management experience**, focused on the healthcare industry, and proven client success that will result in strong, **collaborative Project Management and Project Coordination partnerships**. ROI brings expertise over the breadth of the healthcare continuum including IT strategic planning, operational and process improvement, application search and selection, technology implementation, and system transformation.

What to Expect from ROI

- Strong, experienced Project Managers with years of client project management success across the care continuum
- A high-touch collaborative project management delivery approach focused on partnership and trust
- A credible and experienced team who focus on understanding your culture and work to provide the right 'fit' of resources who share the same values
- Executive leadership committed to achievement the desired results
- Drive, document, and communicate key project targets/timelines
- Proactive communication and reporting through continued partnership and communication channels ensuring C-level needs are consistently met

Comprehensive Planning

True Partnership Approach

Accountability

Frequent Communication

Clear Roles & Responsibilities

Change Management

Risk Management

Quality Deliverables

Knowledge Transfer



Representative Engagements

Project Management & Application Support @ Baptist Health System (Louisville): ROI provides strong, collaborative leadership over a cohesive team, focused on exceeding SLAs and going above and beyond to make recommendations align with our customer's big picture vision. Our team showed mature technical expertise to implement initiatives and execute on short/long term scope associated with clinical, ambulatory, revenue cycle, and third-party systems.

California-based Health System: ROI offers PMP and healthcare expertise, as well as the client-specific PMO methodologies and tools to drive success across multiple initiatives, manage issues/risks, advise PMO leadership and project sponsors, and ensure communication is consistent and effective across the stakeholder community.

ROI's Project Manager Spotlights



Tim Barca, PMP
20+ years of healthcare IT experience with Revenue Cycle, Clinical, Pharmacy Automation, and Ambulatory applications



Dana Spencer
25+ years as a healthcare IT program/project manager with experience in process redesign, change mgmt., and relationship mgmt.



Sonya Schulte, MBA, PMP
Infor Certified HCM Consultant with 20+ years of Infor HCM experience, including CloudSuite



Tom Paluso
Infor professional with 20+ years as an application consultant, project manager, practice manager, and HRIS administrator

Why ROI's Project Management Sets Us Apart

- We deliver on our promises by valuing and aligning with the **human aspects of change**.
- We have an **extensive background in healthcare and comprehensive project management expertise and training**.
- Communication, managing expectations, risk mitigation, team empowerment, and success measurement will always **play a key role** in successful program and project management at ROI.
- From **managing complex cloud ERP implementations to leading multi-year application support engagements to driving process improvement and transformation**, ROI's value is largely influenced by how we lead teams, systems, and processes across the finish line.

