

Case Study

Dori Gilbert

Inspirational IT Strategist
Connecting IT Projects to
Business Outcomes for
Increased Value

Partnerships with Regional IT Leaders
Provides Actionable Information

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I developed relationships with our regional CIOs with the intent to be a liaison for IT Communications. The information they needed was not yet readily available on our disparate platforms post-merge and they were getting key project status from executive sources. I was to be mindful of their time and needs and was able to provide them with some relevant information.

Challenges

The Zoom project executives shared the goals and details of the upcoming Zoom rollout with the regional CIOs, but when I dug into it, I discovered that the CIOs needed regular reports of the users that needed to activate their Zoom accounts by count and name.,

Decisions about Zoom adoption activity were made by myself as communications lead, the training lead, and the project manager. We established weekly sprints of actions and deliverables.

Decisions

Actions

For the CIO Zoom dashboard, I received the data from the team's analyst, then I created a week-over-week dashboard with adoption percentages and trends and sent it out weekly along with summary actions and a link to the technology reports, which was much appreciated. In another project, I provided one of the CIOs requested templates for emails with built in coaching to express activation thank you and technology failure apologies. He showed me how he used it and expressed his appreciation.

Expertise

Project Management
Managing Experts
Learning Through Unknown
Executive Communication

Executive Collaboration
Developing Missing Pieces
Delivering Value
Team Collaboration

Outcomes

Executive Stakeholder Response

Increased Weekly Zoom
Adoption by 1%-3%

Strengths/Skills Used



Stakeholder
Trust-Bearer



Comprehensive
Change Agent



Strategic
Fuel

Feedback

copies upon request

Executive Compliments
Peer Recognition (copy N/A)
from Zoom Project Manager

From: Gnau, Justin H. [mailto:jGnau@stlukeshealth.org]
Sent: Thursday, January 16, 2020 1:21 PM
To: Gilbert, Dori - GLEN <Dori.Gilbert@DignityHealth.org>
Subject: FW: Recent Unscheduled Downtimes
Importance: High

FYI, unfortunately, I have the chance to utilize your awesome template today 😊 Thanks again for putting this together.

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Division CIO Message

Division Leaders and Clinicians:

Over the past few weeks we have had several significant unscheduled downtime events that have prevented access to EPIC, Email, PACS, TeleTracking, and several other critical applications. I apologize for the inconvenience this has caused you and our patients. I appreciate your understanding and patience as we took the time to restore the services in a way that will improve our future systems reliability and performance.

I heard feedback from some of you that you appreciated the hourly updates you received from our team. However, we know we have work to do to ensure that our downtime procedures are updated and communication reaches everyone that is impacted. We will strive to improve our communications should a similar event occur in the future.

The main issue that caused the multiple events, was related to a faulty piece of equipment on our primary network. In addition, we experienced configuration issues with one of our network vendors which took longer than anticipated to isolate and correct. Please note that we have a dedicated team of engineers and architects who worked diligently to implement measures to repair and reconfigure our systems to be reliable and high performing which, will help us prevent future issues from reoccurring.

As we look to the future, we are working with CommonSpirit Leadership to address our aging IT infrastructure and redesign our systems in a way that will support you and our patients' needs for the years to come.

Thank you for your patience and understanding as we work to make CHI St. Luke's Health a top 20 learning health system,

Justin Gnau
CHI St. Luke's Division CIO