Dori Gilbert PMO Change Portfolio Leader

Case Study

Optimizing the PMO for business agility.

Upleveling Project Delivery with Excellence in Adoption Strategy

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The Interactive Patient Engagement Technology (iPET) program implemented aTV-based technology for patients, and the focus of the implementation was on informing and educating nurses to adopt the technology so that they could assist patients. Our team focused on situational education in the top patient care use cases.

Outcomes

Comprehensive Communications Kit with timeline alignment

Value and workflow focused executive presentation

Without funding for a lead in communications, adoption, or change management the team needed a way to ensure hospital staff know what to share and when. The challenge was to create a communications kit for hospital staff to effortlessly support iPET.

We decided to use a SharePoint Wiki page for the InDesign templates, timeline, and guide so the hospital communications staff could easily download the kit. I also hosted an explainer **video** introducing the kit and kit elements.

Strengths/Skills Used







Stakeholder Workflow

Trust-Bearer Whisperer

Comprehensive Change Agent

Feedback copies upon request

Executive Compliments Peer Recognition "Making a Difference" award



Created a kit with a messaging guide, brand-compliant flyer templates, and a timeline of what to communicate and how to align the timing with project milestones. I advised the team in creating a workflow-based plan template for facility project champions to follow. I was awarded recognition by the Sr. Director for Patient Care Services, who remarked "the communication support [from Dori] for iPET is allowing us to reach another level in project delivery and engagement from the facilities."

Decisions

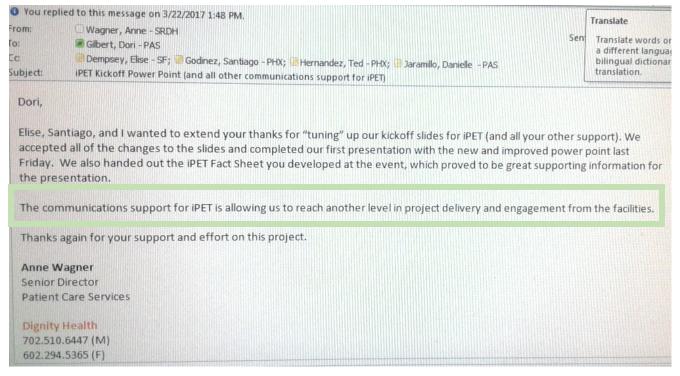
Expertise

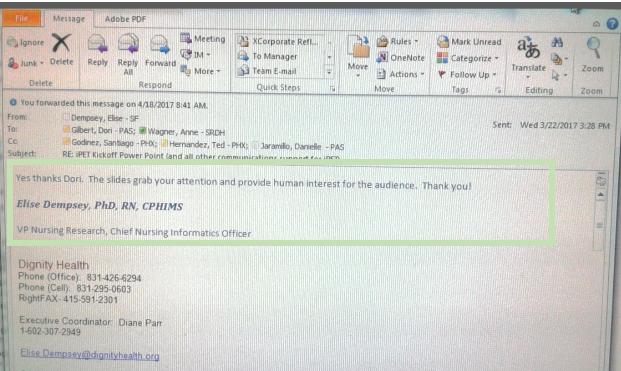
Stakeholder Analysis Change Management Communications Learning Through Unknown Speaking and Presenting

Executive Collaboration Adoption Management **Delivering Value Team Collaboration** Consulting

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Executive Praise for iPET contributions





Nominator: Ann Wagner, Senior Director of Patient Care Services



Congratulations!

You have received a Making A Difference Award for: iPET Adoption Strategy Rock Star

Dori was a key contributor to the development of the adoption strategy for the Interactive Patient Engagement Technology (iPET) project. Her skill set is beyond communications; she brought great ideas to the table to improve staff engagement and adoption. Then she built out and delivered an entire communications tool kit inclusive of videos. What a talented individual, her efforts are greatly appreciated and have taken the project to another level.

Your award nomination was submitted by: Anne Wagner

Click here to view and print your certificate.

