



Working together to achieve project success.

OPERATIONAL READINESS
AND TRANSITION PLANNING



**Your new facility will be
ready for your organization...
Will your organization be ready?**



Operational Readiness and Transition Planning

Enabling operational success in your new facility... on opening day and beyond.

Project success is judged not only on how a new facility performs, but also on how users perform in the new facility. Defining an operational vision and undertaking the steps required to achieve this vision will make your project successful in the eyes of staff, stakeholders, and the public.

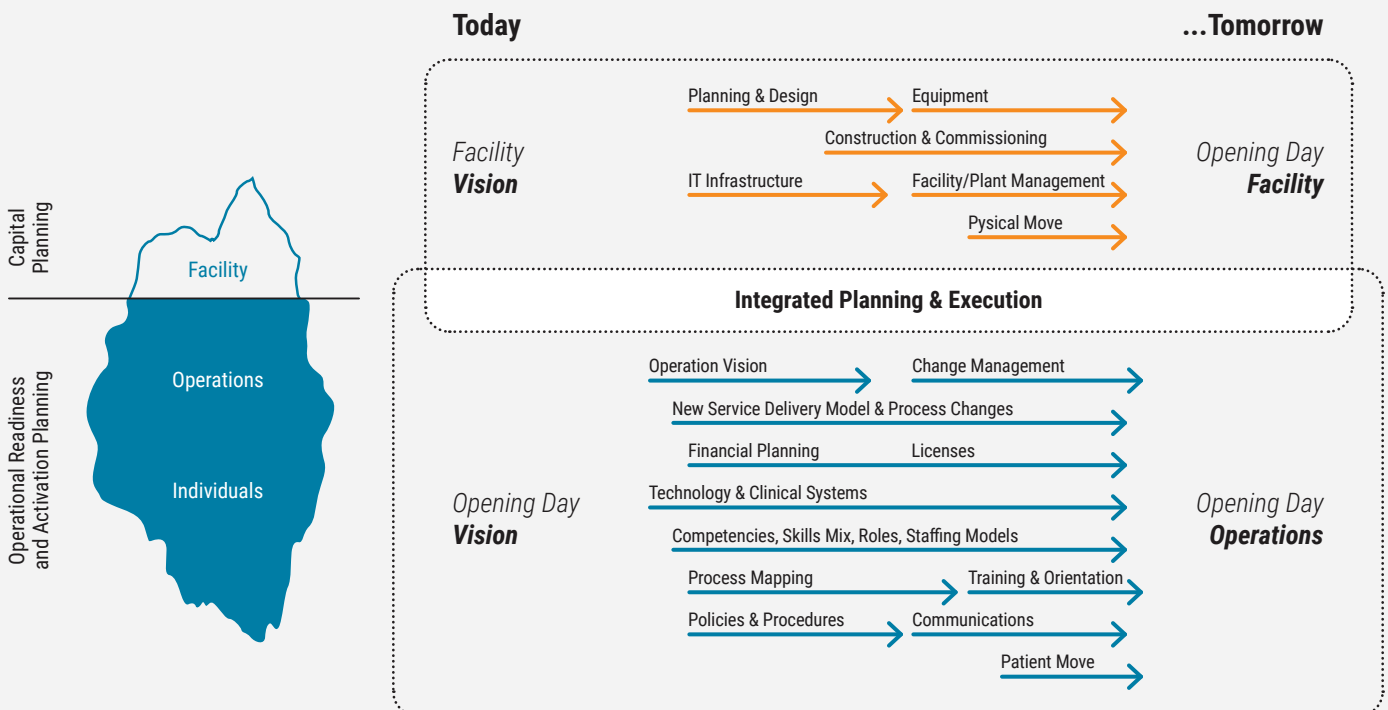
Operational Readiness

is the essential planning of all activities that need to happen to ensure a successful opening day. It is the process to plan, activate, transition, and operate the facility in a timely, safe, and cost-effective manner.

Operational Readiness

is conducted in parallel with the facility build and in partnership with the architect, contractors, and vendors, which helps to minimize future changes. This process links together the readiness of the organization's **operations** and **people** with the **facility**.

Two Integrated Processes



Aligning with your Plan

Implementation of the Operational Readiness & Transition Planning remains clearly with the members of your team who have ownership for the project deliverables. Stantec advises and supports your team, ensuring that the Plan is comprehensive, aligned, up to date, and most importantly implemented properly.

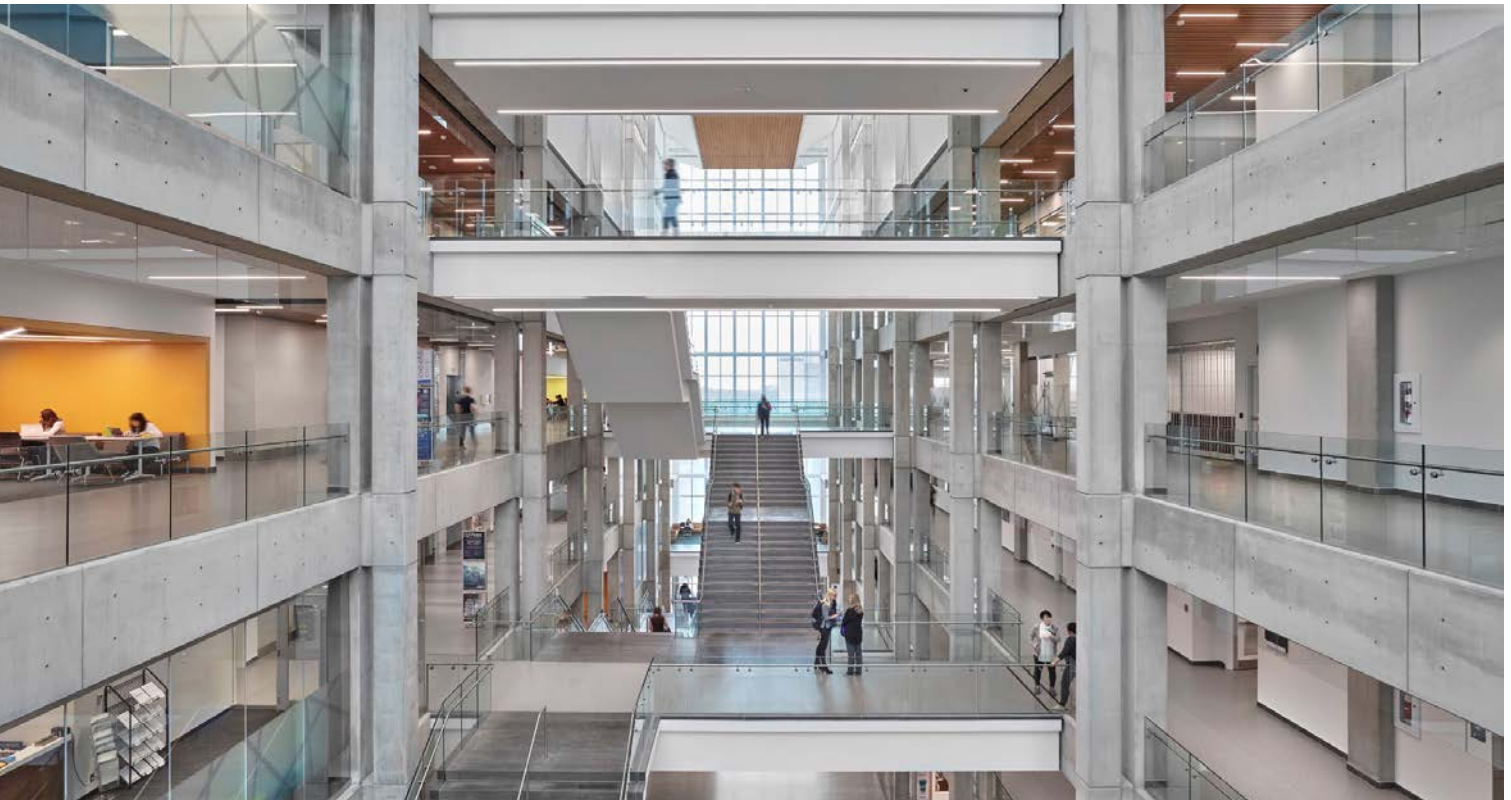
Operational Readiness & Transition Planning will be led by nurses with vast experience in healthcare leadership and active engagement in over 60 healthcare projects.

Our planning professionals serve as interpreters and translators for language used by the different professionals working on the project and become the conduit between all entities involved.

The Plan coordinates closely with the design and construction process and provides certainty about what tasks need done and by whom, how tasks are inter-related, and when they need to be completed.

The plan enables senior management and the planning team to:

- Prioritize & implement work
- Oversee accomplishments of required deliverables
- Communicate between team members
- Secure needed decisions & approvals
- Troubleshoot issues & risks
- Report progress



Project Tasks & Deliverables

What happens when...

Conceptual - Schematic Design

The Initial Planning Phase: *Leader Engagement is Key*

- Define project expectations, establish success criteria, and determine key deliverables.
- Establish the Governance and Operational Readiness team structures.
- Research and select desired service models.
- Set meeting cadence for clinical, non-clinical and enterprise services.
- Approve a communication plan to keep everyone aligned and up to date.
- Provide clinical and operational subject matter expertise during the design phase.
- Most Importantly...**Paint a clear picture of what opening day should look like.**

Design Development - Construction & Bidding

The Defined & Managed Planning Phases: *Changing the way we work.*

- Journey Mapping for key service areas to determine how patients, staff, and materials will move through the new facility.
- Workflow is redesigned by individual departments and enterprise services.
- Ongoing review and modification of
 - Capital planning
 - Facility fit up (equipment, furniture, technology)
 - Staffing models
 - Financial planning for Operational Readiness & Facility Activation funding.
- Continuous tracking of project risks and advisement on mitigation strategies.

Construction Administration - Move-In

Activation Phase: *Putting the plan in action to ensure a successful opening day.*

- Create, evaluate, and approve an integrated transition plan.
- Day-in-the-life scenarios to evaluate, revise and approve new workflows.
- Orientation & training on EOC and technology and new workflows.
- Technology validation.
- Ongoing advisement regarding policy & procedures and risk mitigation.
- Create, evaluate, and approve the facility move-day plan.
- Conduct final Go-no-Go review.
- Plan & execute facility & patient move

Post Construction

Stabilization Phase: *What works and what needs optimized.*

- Ongoing review and modification of workflows.
- Optimization of key deliverables that were slated for completion after move-in.

How we can help

1

Strategy in Action

Developing the plan is only the first step. Once complete, we help oversee implementation, keeping you focused on established priorities until opening day and beyond.

2

Informed Decision Making

Our management-friendly reporting and communication tools clarify issues and facilitate informed decision making. These tools include:

- Leadership Charter
- Executive Status Reporting
- Change Map
- Work Plans
- Risk Register

3

Managed Change

As part of the process, Stantec helps you establish a sense of urgency, create a guiding coalition, and prioritize activity to achieve effective and lasting operational change based on John Kotter's 8 Step Process for Leading Change (2012).

4

Clarity from Complexity

Stantec has a proven ability to engage people at both the senior management and working team levels. Our ability to create clarity from complexity enables us to turn complex technical information into powerful decision-making tools.

5

Experienced People

Stantec's specialists (including nurses) in project planning, work plan process integration, schedule controls, and risk management have a range of accreditations, including BScN, MN, MBA, MSN, MH Sc., and PMP. This results in well-rounded perspectives from professionals who understand the link between capital and operational change.

6

Knowledge Transfer

The knowledge gained from working with our team of objective advisors in highly collaborative environment enables our clients to better manage future organizational change.

7

Ideas and Input

Stantec's project management professionals provide strategic advice in the areas of project governance, work plan content and completeness, process approach ideas, effective project management practices, risk management, and issue avoidance and resolution.

8

Reduced Risk

Our ability to plan out scenarios that your staff will face reduces the risk associated with operating in your new facility.

"Stantec's experience and project tools were invaluable to our organization in terms of providing a road map and tracking tool for all departments. The Operational Readiness work plan that was developed allowed the functional leads from each department (over 37 departments) to understand their key deliverables and timeliness and understand the interdependencies between each department. It also provided an excellent tool for accountability reporting to the Board, Executive Team and internal stakeholder groups."

Jane Merkley, Vice President, Programs, Services & Professional Affairs and Chief Nurse Executive, Bridgepoint Active Healthcare



Connect with us

For further information contact:



Donna Rothwell

RN, BScN, MN
Senior Principal, PBS Client Solutions
(905) 385-3234
donna.rothwell@stantec.com



Regina Fraiya

MSN, RN, CPNP
Project Director
(843) 740-7700
regina.fraiya@stantec.com



Helen Margiotta

RN, BScN, MN, PMP
Senior Consultant, PBS Client Solutions
(905) 369-1039
helen.margiotta@stantec.com



Robin Ohlinger

MSN, RN
Project Manager
(854) 202-8278
robin.ohlinger@stantec.com

