



Building professionalism in project management®

**Project Management Institute**  
Healthcare Specific Interest Group

***The New England Chapter of the  
Healthcare Information and Management Systems Society (HIMSS)  
in cooperation with the  
Healthcare Specific Interest Group of the Project Management Institute (PMI)***

Announces their Annual Symposium

**"Healthcare 2010: Effectively Managing Projects in Turbulent Times"**

Symposium Date: **Friday, May 7, 2010**

Hours: 7:45 am – 4:30 pm

Location: Rhode Island Convention Center, Providence, RI

<http://www.riconvention.com/attend/directions-parking/>

Registration: \$95 for PMI and HIMSS members;

\$125 non-members; \$40 Full-time Students

Convention Center Parking will be validated

Online registration:

<http://www.nehimss.org/>

**Earn CPHIMS and PMP Continuing Education Units:**

**PMI:** Session Code for Professional Development Units will be assigned by PMI soon

**HIMSS:** CPHIMS credits for this program will be announced soon.

**For Questions about the Program or Vendor Opportunities:**

• Steve Earle: (401) 444-6431

or [Searle@lifespan.org](mailto:Searle@lifespan.org)

• Brendan Fowkes: (508) 406-5272

or [sponsors@nehimss.org](mailto:sponsors@nehimss.org)

## Conference Agenda

Time	Session	Topic	Room
7:45 am – 8:20 am	Registration and Breakfast	Sponsor Displays Open	Pre-Function Area
8:20 am – 8:30 am	Opening Remarks and Orientation		Ball Room
8:30 am – 10:30 am	Keynote - Session 1: <b>David A. Shore, PhD</b> Associate Dean Director, Project Management in Health Care Certificate Program Harvard University, School of Public Health	<i>Ten Critical Failure Factors in Health Care Projects and How to Prevent Them</i>	Ball Room
10:30 am – 10:45 am	Break	Sponsor Displays Open	Pre-Function Area
10:45 am – 11:45 am	Session 2: <b>David Rice, PMP</b> , Project Planning Coordinator, IS PMO - Baystate Health Inc <b>Kiron D. Bondale, PMP</b> , Manager, Client Services – Solution Q Inc	<i>Effective Change Management – a key to PPM success for Baystate Health</i>	Ball Room
11:45 am – 12:45 pm	Session 3 <b>Lisa DiTullio</b> Principal of Lisa DiTullio & Associates, LLC, Author, Speaker, Editor of <i>ProjectBestPractices</i>	<i>Start Your Engines: Reliable Principals to Ignite Your Project</i>	Ball Room
12:45 pm – 1:45 pm	Luncheon	Sponsor Displays Open	Pre-Function Area
1:45 pm – 2:45 pm	Session 4: <b>Wendy McCarron</b> , Director, Project Management Office, Care New England <b>Karen Carlson</b> , Senior Project Manager, Care New England <b>Brandt Swanson</b> , Project Manager, Care New England	<i>Techniques in Controlling Project Costs at Care New England</i>	Ball Room
2:45 pm – 3:00 pm	Break	Sponsor Displays Open	Pre-Function Area
3:00 pm – 3:30 pm	Session 5: <b>Clinton Davies</b> , Principal, Berry, Dunn, McNeil & Parker <b>Stephen Earle</b> , Decision Support Consultant, Lifespan	<i>NEHIMSS/PMI Healthcare SIG Healthcare Project Management Survey Results</i>	Ball Room
3:30 pm – 4:00 pm	Panel Roundtable Discussion	<i>Moderators, Speakers and Audience enabled to ask questions</i>	Ball Room
4:00 pm – 4:30 pm	Concluding Remarks, Networking		Ball Room

## About Our Sessions and Speakers

### **Session 1:** *Ten Critical Failure Factors in Health Care Projects and How to Prevent Them*

Presentation Summary: Project failures result in budget overruns, staff turnover, quality degradation, and negative financial implications for the organization's bottom line.

Understanding why projects fail will help you to have a more successful project portfolio. This keynote will:

- Review metrics that matter: The definition of failure and its unique distinction in health care
- Understand how to conduct an analysis of where projects fail across the project life cycle
- Examine critical failure factors and strategies to reduce project failure rates

**David Shore, PhD** serves as Associate Dean at Harvard University, School of Public Health. He founded and directs the School's Forces of Change Program and Trust Initiative. He teaches the popular Harvard graduate courses on Branding, Forces of Change, and Project Management. In 2009, he established the first certificate program the School has ever offered: Project Management in Health Care. His forthcoming book on stakeholders in health care will be published by Oxford University Press. Shore is well known for building constructive links

### **Session 2:** *Effective change management – a key to PPM success for Baystate Health*

Presentation Summary: A lack of effective change management is one of the most common causes of failure for a Project Portfolio Management initiative. This presentation will give the audience a solid understanding of the common misconceptions, guiding principles and core communication messages to focus on when introducing PPM practices within your healthcare organization. These principles will be illustrated through a case study of Baystate Health which is three years into its PPM & project management improvement initiative.

**David Rice, PMP**, Project Planning Coordinator, IS PMO - Baystate Health Inc, has over 13 years experience as a project manager specializing in Healthcare Information Systems. His experience includes several of the largest healthcare organizations in New England (Partners, Yale New Haven Health System, Saint Francis Care, etc.). David is currently the project manager at Baystate Health in Springfield, MA working in Information Services PMO.

**Kiron D. Bondale, PMP**, is the Manager of Client Services for Solution Q Inc., which produces and implements project portfolio management (PPM) solutions. Kiron has worked for over twelve years in the project management domain with a focus on technology and change management. He has setup and managed Project Management Offices (PMO) and has provided PPM consulting services to clients across multiple industries. Kiron served as a volunteer director on the Board of the Lakeshore Chapter of the Project Management Institute (PMI) for six years and remains an active member of PMI. Kiron has published articles on PPM and project management in multiple industry journals and has delivered presentations within the PPM/PM domain at multiple conferences and through regular webinars for Solution Q and the PMI Healthcare SIG.

### **Session 3: *Start Your Engines: Reliable Principals to Ignite Your Project***

Presentation Summary: Project Planning continues to be the most valuable practice to support project success. In this session, Lisa introduces simple techniques to effectively initiate and plan your projects. Focusing how to plan, organize, and conduct a Project Initiation Workshop; the major focus is a quick look at each possible sample agenda item for such a Workshop. The second major focus is a demonstration of a method for project planning by capturing activities/tasks and their relative information so a project schedule can be built as a result. Activity definition, sequencing, duration estimation, and ownership are examined. Different types of planning are discussed and the implications of personnel resources are reviewed.

**Lisa A. DiTullio** is the past director of the project management office (PMO) at Boston-based Harvard Pilgrim Health Care, and served as a core member of the turnaround team for an organization that went from being placed in State-supervised receivership in 1999 to being named the #1 Health Plan in America on the *U.S. News & World Report/NCQA* America's Best Health Plans three years in a row, and the Highest Rated Plan in the Northeast for member satisfaction according to the JD Power and Associates 2007 National Health Insurance Plan Satisfaction Survey.

Today, Lisa is a leading force in project and business management. She is the principal of Lisa DiTullio & Associates, dedicated to the set-up and management of enterprise project management office models. She is the editor of *ProjectBestPractices*, a quarterly newsletter from ProjectWorld, and a contributor to *PM Network Magazine*. She's also the author of *Simple Solutions: How "Enterprise Project Management" Supported Harvard Pilgrim Health Care's Journey from Near Collapse to #1*.

### **Session 4: *Techniques in Controlling Project Costs at Care New England***

Presentation Summary: Challenges of controlling costs in today's healthcare environment have significant impact on project management. Recognizing this, the CNE PMO identified areas of focus to improve overall project cost savings. Collaboration was facilitated across the organization to promote and streamline project practices. This presentation will demonstrate successful techniques implemented to meet the economic demands of the organization.

**Wendy McCarron** is the Director of the Project Management Office at the Care New England Health System in Rhode Island. In her prior roles at Care New England, Wendy served as a project manager and also as an applications manager with CNE's Information Services Group.

**Karen Carlson, RN, BSN** is a Senior Project Manager at Care New England. Prior to her current role at Care New England, Karen served in a variety of project management and clinical consulting roles Quality Partners of Rhode Island and with McKesson, in addition to her earlier experience in nursing.

**Brandt Swanson, PMP** is a Project Manager at Care New England. He has an extensive background in both project management and information systems analysis. Prior to joining Care New England a number of years ago, Brandt served as a system analyst at Meditech.

**Session 5: *An Assessment of Local Project Management Culture in Healthcare: NEHIMSS/PMI Healthcare SIG Healthcare Project Management Survey Results***

Presentation Summary: Effective project management is essential in healthcare, yet many hospitals and health systems struggle to successfully adopt and use project management techniques. In this session, the presenters share insights from a survey of New England HIMSS and PMI Healthcare Special Interest Group members on the topic of developing and building a successful project management culture, which reveal the need to understand the goals, culture, challenges and strategic objectives of healthcare organization, and the needs of constituents they serve within it.

**Clinton Davies, MBA, FHIMSS** is a Principal at Berry Dunn, McNeil & Parker in Portland, ME. Clint is a past-president of the New England HIMSS Chapter, and has over 20 years of experience serving as a healthcare management and information technology advisor. He manages engagements and consults frequently with small and mid size health systems, provider groups, and public sector organizations.

**Stephen Earle, PMP, FHIMSS** is a Decision Support Consultant with the Lifespan Health System in Providence, RI. He is also a past-president of the New England HIMSS Chapter, with over 20 years of experience in healthcare systems IT and project management in integrated healthcare systems, academic medical centers, community hospitals, home health care and long term care environments.

## New England HIMSS Sponsors:



## Directions & Parking

### ***Rhode Island Convention Center, Providence, RI***

Tel: 401-458-6000 • Fax: 401-458-6500 • One Sabin Street, Providence, RI 02903-1814  
<http://www.riconvention.com/attend/directions-parking/>

#### ***From the North:***

Take Interstate 95 South to Exit 22A. Follow the signs towards Downtown/Convention Center. Go through the first light in the right hand lane. Take your first right after the light. Take the next right onto Exchange Street. After the next light, bear right between the Hotel and the Convention Center to the North Garage.

#### ***From the South:***

Take Interstate 95 North to Exit 22A. Follow the signs towards Downtown/Convention Center. At the light, turn right onto Francis Street. At the next light, go right onto Sabin Street. Bear right between the Hotel and the Convention Center to the North Garage.

#### ***From the East:***

Take 195 West. Merge onto 95 North in Providence to Exit 22A. Follow the signs towards Downtown/Convention Center. At the light, turn right onto Francis Street. At the next light, go right onto Sabin Street. Bear right between the Hotel and the Convention Center to the North Garage.

#### ***From the West:***

Take Route 6 East to the "Route 6 East and I-195 South" on ramp. Take a right and stay to the right following the signs to Providence and Route 6 East (you will use part of the I-195 on-ramp to get onto Route 6 East). Stay on Route 6 East to the end (sign will read "6 East to 10 North") and stay to the left. Continue to the Dean Street Exit. Once on the exit ramp, stay to the left so that you will be on the left side of the island when you reach the light. Turn left onto Dean Street (4 lane road). Then immediately take your first right onto West Exchange Street to the Convention Center Garage.

#### ***Westin Providence Hotel:***

New England HIMSS has obtained a special discounted rate of \$129 at the Westin Hotel Providence, which is attached to the Rhode Island Convention Center. For more information, please contact the Westin Providence at (401) 598-8000 and ask for the New England HIMSS rate.