

Blue Care Queensland sets itself up for success

Overview

Industry: Health Care
Region: Queensland

Customer Profile

Blue Care Queensland provides health care and related services to over 12000 clients per day.

Business Situation

Blue Care and associated organisations were concerned about the ability of the organisation to successfully deliver a major information refresh project to completion, given a recent major failure.

Solution

Blue Care engaged a Goal consultant to provide project management training, and to establish the overall systems refresh programme and the first rollout project. Our consultant then acted as coach and mentor to the programme manager and project managers.

Benefits

Goal ensured that the first project was successfully defined and commissioned. We assisted the improvement of project management competence by providing advice and developing processes. Goal's consultants provided stability for the project over a period of change and disruption to the project team.

Customer Profile

Blue Care Queensland has over 12000 staff, as well as 3000 volunteers. It provides health care services to over 10000 clients through 250 sites spread across the State of Queensland.

Business Situation

Blue Care's care information system had become a liability, with standalone installations at each site. The system's vendor had announced that it would be withdrawing support at a definite deadline. A \$30M programme had been approved to replace this system. A previous attempt to replace this system had failed, so Blue Care required expert assistance to reduce the risk of a repeat failure.

Solution

Goal delivered PRINCE2 project management training to the entire project team. Our consultant then ensured that the project was correctly established, and that appropriate controls and governance arrangements were implemented and were operating effectively. Our consultant then provided coaching and mentoring support to the programme manager and project managers, as the new system began to be rolled out over sites across the state. Our consultant also identified the need for specific interventions, including the establishment of better controls around risk, quality and configuration management.

Benefits

Goal's consultant provided a stable influence over a period of turmoil. Blue Care's CEO regarded the care system replacement project as a model for future large scale projects in Blue Care.