Lessons Exercise

Solution

Each scheduling system has its own procedures and workarounds, however, there will be some commonality in scheduling and IT work.

For each scheduling system, set up a knowledge base and collaboration group for the schedulers that use that system. That way, they can look up questions or post questions and answers with other schedulers using the same system. Because the IT staff will maintain the scheduling systems, it might make sense to include the corresponding IT team in this collaboration group to help troubleshoot problems.

Meet with the lead schedulers from each scheduling group to discuss ways for the schedulers to share more generic knowledge. Possibilities include an online group, lunch and learn sessions with schedulers from different hospitals, or ongoing cross-training sessions.

An offshoot from the scheduling project, the IT teams realize that they have counterparts in the other hospital. They might decide to set up a knowledge base and collaboration group to share tips and tricks. They aren't likely to need any help setting up the collaboration tool! As the project manager, you might be able to offer some communication guidelines.