

Healthcare Scheduling Project

Technical Team Exercise

The technical team has proposed a solution to one of the more challenging scheduling features that requires a relatively new add-on product that the vendor offers. You want to make sure that the team is focusing on solving the business problem and not trying to deploy a technical tool, just because it's available.

How might you gauge whether the team is truly focusing on solving the business problem?

Solution

Ask the vendor implementation lead how that solution addresses the business problem. You might also ask how he or she would train the scheduling staff to use the tool to address the business problem.

If the implementation lead has any trouble answering those questions, explore the solution with the team to determine whether it is appropriate. Ask more detailed questions about how the solution addresses the business problem and objectives.

If necessary, revisit the business problem and objectives with the team. Use effective communication techniques to make sure the team understands the problem and objectives.