**Adagio Health Proposal Peer Review**

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**About the Organization - 3 min**

Adagio Health provides health and wellness services to diverse communities, regardless of their income, and especially to women. Adagio health offers a variety of services including Family Planning/Reproductive Health, Vaccines, Counseling, Screenings, Education, Prevention & Nutrition services. Furthermore, during the COVID pandemic, Adagio continues to provide online healthcare services through a telehealth platform. This allows patients to receive care digitally from their homes. Adagio is composed of independent teams that address different service areas. This disconnect results in a lack of communication and information sharing among the teams.

**Presenting the case for the project - 5 min**

Problems/Opportunities

1. There is a lack of shared understanding across the different departments. Each department has its own communication mechanisms.
2. There is no procedure in place to train incoming Medical Assistants (MAs). Nearly all MAs that have quit have cited the onboarding process as a large reason. They have struggled with moving training online due to COVID-19, which has resulted in the MAs not being well equipped to handle patients in person.

Their Approach

1. Learn more about their current systems from their CPs
2. Interview stakeholders involved in the problem space
3. Identify pain points and build a solution based on their use cases.
4. Decide on MVP for the project
5. Create a project plan and timeline for the development of their solution, set specific milestones
6. Check in weekly with CP to communicate progress and get feedback.

Expected Products

They decided to focus on the training program because the training and retention of MAs requires immediate attention and has the biggest need currently. It would improve the retention of MAs and the treatment of patients, which both heavily impact Adagio Health being able to fulfill their primary purpose. It also will help advance their goal of moving toward digital management that’s necessary due to COVID-19.

They envision an onboarding program for incoming Medical Assistants on their current Sharepoint system. It will help new medical assistants to understand Adagio Health’s mission, understand other programs so they can funnel patients to other departments, be more comfortable in their job, and attract other medical assistants to apply. They currently plan to use the existing Sharepoint system, but they will look into third party platforms to host the training program if necessary.

Resulting Benefits

The onboarding process of MAs is extremely important, especially now with increased required medical attention due to COVID-19. By improving the training process, they improve the ability of the MAs to effectively treat their patients and improve the experience the patients have with Adagio Health. In their efforts to digitize their services as much as possible due to the pandemic, this training program would also further their movement toward that goal.

Biggest risk - Adagio not being able to adjust to the new technology

**Discussing proposal - 12 min**

**What are the 2 biggest strengths of the proposal? (Always start with a nod to that which is already working well in the document.)**

* Good organization - the team organized their information well. It was easy to follow their goals and pain points with their client organization. The team made good use of tables to organize their risk analysis, user stories, etc. to make it easier for readers to follow. Using the large font size made the content more readable as well as displaying the outlined sections of the document.
* Clear Project vision - the proposal clearly lists out all of the goals they have for their project making it easy to follow and understand their next steps. This section clearly explains the groups desire to create an onboarding program for Medical Assistants (hosted on the sharepoint). Furthermore, the group goes on to list the goals of this vision which include understanding the mission of Adagio Health, understanding the programs they offer, improve the MA retention, and attract more MAs to apply.

**Clarity of the situation description:**

* **Is the About the Organization clear? Is it well written? Is it complete?**
  + The section is overall well written and provides important information about the organization. However, some sentences could be worded better to make the points more clear. For example, “Adagio Health provides health and wellness services in 23 counties in Pennsylvania with around 100,000 community partners who are mainly uninsured and underinsured women and their families.” This could be reworded to sound better and really bring out the goals of Adagio.
  + We believe that the About organization is complete. The group did a good job presenting the goals / mission of the organization, as well as mentioning some of their programs and services, and the limitations they currently have.
* **What information is missing? What additional information is needed?**
  + Explain what it means for an organization to be organized horizontally
  + It would have been nice if they spoke a bit about security and privacy.
  + The whole premise of their project is to build a platform for onboarding. It would have been nice if the process of onboarding could have been explained in detail to better understand what it’s like to be an MA joining Adagio. In other words, explain in detail what onboarding processes Adagio currently uses.

**Robustness of the case:**

* **What are the weaknesses in their argument for their proposed solution?**
  + One of the proposed goals would be to attract more MAs to apply. However, it was not stated in the proposal on how their solution would help contribute to this.
* **What would you need to see added in order to believe the argument?**
  + Information on technology planning was missing because group didn’t have the chance to interview the other key partner but adding that information later would greatly help their argument by showing the current state of the organization

**Appropriateness of the solution:**

* **Are the expected outcomes appropriate to the project?**
  + The outcomes for this project are appropriate and align with the issues described with the organization.
* **What is missing? Are they feasible?**
  + The expected outcomes are very feasible. They have a honed in idea of the scope of the project as well as a general idea of where to begin (Sharepoint).
* **Have non-functional requirements like security and privacy been addressed?**
  + Mentions authorization and authentication(employee login information) in one of their goals
  + Did not mention other methods to protect information

**Risks in the approach:**

* **Why are you glad that this is not your project?**
  + The project seems to focus a lot on creating training material and not as much on improving technological systems. This seems to involve less problem solving and more content creation, whereas ours is more compelling for building features that interweave.
  + The project scope seems limited on what the group can do creatively. Since the project requires the group to build an onboarding software, they are restricted in adding their own ideas into the project. The onboarding process will most likely be controlled by Adagio, which is our reasoning for this.
* **What 2 things are most likely to go wrong with the proposed approach?**
  + If there is a misunderstanding on any of the training materials, the training software could include incorrect information
  + Unexpected technological limitations with Sharepoint (ex:not realizing that Sharepoint has the bandwidth to support all of its users)
* **What alternative approach(es) (e.g. technologies, plans) would you suggest, or how would you improve the proposed approach?**
  + In the case that Sharepoint is not able to handle the training program, there are multiple other software options that are built specifically for this kind of content.
  + It would be best to work most closely with the Senior Director of IT during the implementation process since he is the chief person who will be maintaining and managing the program’s backend once the project is over.