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According to bcprosoft.com, Project closeout is the last phase in the project lifecycle that involves a series of tasks to wrap up the project formally. This is the time when the project team ensures that all aspects of the project are complete, objectives met, and everything is in place for operational handover. Sipes asserts that during internal project closing, there must be seamless transition of the project into the company’s normal operations and the best practice is that closing needs to occur at every phase in the project life cycle with the implementation of these steps.

Using Project Lifecycle Software

Implementing Phase-Gate Reviews

Archive Project documentation

**Closeout practice**

The project closing phase is an important step in any project and should not be overlooked or rushed as it allows for reflection, evaluation, and celebration of the team’s hard work and achievements. By incorporating them into our project management process, we can ensure a successful closeout for future success (Hollmann et al., 2022) In case of OTMC meaningful feedback will make sure that the MAS implementation not only reduces medication errors but also integrates smoothly into staff workflows. This project is related to health care and deals with patient safety, collecting detailed feedback will assist in preventing potential negative impacts and enhance long-term success. Along with this focusing on stakeholder feedback, the OTMC project can achieve a successful closeout, with lessons learned for future improvements.

Research indicates that effective stakeholder engagement and feedback collection are critical to the success of large-scale healthcare IT implementations. stakeholder engagement is of fundamental importance to project success Studies on Electronic Health Record (EHR) systems and similar projects have shown that stakeholder feedback helps address usability concerns, improves satisfaction, and ensures that the system supports clinical workflows as intended.

### ****Strategies for Obtaining Meaningful Feedback****

### ****Stakeholder Surveys:**** Using structured surveys with quantitative and qualitative questions, we can gather feedback from various groups, including nursing staff, physicians, IT, and administrative staff.

### ****Monitoring System Performance:**** Feedback is not just verbal. Monitoring the performance of the MAS after implementation, particularly with respect to the medication error rate, will provide data-driven insights on how the system is working and where improvements might be needed.

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**References:**

Hollmann, S., Regierer, B., Bechis, J., Tobin, L., & D’Elia, D. (2022, October 13). Ten simple rules on how to develop a stakeholder engagement plan. PLoS computational biology. https://pmc.ncbi.nlm.nih.gov/articles/PMC9560496/

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Sipes, C. (2019). Project management for the advanced practice nurse (2nd ed.). New York, NY: Springer Publishing Company.

Chapter 7, “Closing the Project—Phase 5” (pp. 169–189)

**Response 1:**

Hello Ifeoma

Great post,

You have mentioned Anonymous Surveys as one of the strategy for meaningful Feedback, I think implementing anonymous will be the best option when it comes to internal assessments similar to the one presented in our scenario. I have noticed in my workplace that there is a fear of being judged in the employees. People want to be liked and appreciated in their workplace, mainly by their supervisor since they hold ultimate power over their career and financial security. If feedback is not anonymous, people who hold high expectations for themselves and who worry about how their supervisor will perceive them can struggle significantly in overcoming that mental block and speaking their mind about certain issues. (Barr, 2020)

References:

Barr, E. (2020, September 4). The Pros and cons of anonymous feedback • sprigghr. SpriggHR.

[https://sprigghr.com/blog/performance-management/the-pros-and-cons-of-anonymous-feedback/Links to an external site.](https://sprigghr.com/blog/performance-management/the-pros-and-cons-of-anonymous-feedback/)

**Response:2**

Hello Adriene

Great post.

I saw on your post that you have mentioned the best practice is that “closing needs to occur at every phase in the project life cycle”. I absolutely agree with you, many practitioners conduct closing at the end, some will do multiple times during project lifecycle and some will never do it at all. We need to know when to draw that line and for that as a Project manager, we have to understand the value the process will create. According to Aziz, as a project manager we have to make sure we have established consensus that our work is effective and complete, avoid unfavorable situations for the organization, and learn from experiences. All three can be achieved through comprehensive project closing.

Closing each phase allows for proper documentation of lessons learned, processes, and outcomes. This is crucial for future phases and for improving overall project management practices.

**Referencs:**

Aziz, E. E. (2015). Project closing: the small process group with big impact. Paper presented at PMI® Global Congress 2015—EMEA, London, England. Newtown Square, PA: Project Management Institute.

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