

Title:	Project Management: New Business Implementation-Planning and Oversight	Effective Date:	11/15/2018
Author:	Rashida Morris	Last Review Date:	09/17/2020
Location:	Corporate HQ	Last Revision Date:	
Functional Area:	Operations		

POLICY

Project Management is the discipline of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives. The primary purpose of using the project management discipline for implementing new business is ensure alignment to the promises and commitments that are detailed in our contract with our customer while maintaining our Liberty Healthcare Corporation values and standards. Successful implementations will be completed on time, on budget, while adhering to our quality measures.

Implementation of new business via a mode that follows the principles of standard project management will be helpful in creating environments and outcomes that have added values that include:

- Clear Focus & Objectives
- Realistic and Holistic Planning
- Quality Control Measures
- Risk Planning and Management
- Effective Communication
- An Orderly Process
- Oversight- Ability to Monitor and Control
- Learning from Successes and Failures

When followed, this policy will aid in the reduction of organizational chaos that is created due to unrealistic planning and unclear objectives. The use of this policy will prove to be beneficial, as we approach challenges related to resource constraints, risks, quality concerns, missed deliverables, and projects being late or over budget.

The role of the Director of New Business Implementation is to ensure that the organization has engaged in strategic planning as we approach new business opportunities. Additionally, the coordination and execution of the tasks outlined in the implementation plan including:

- Collaborating with project leadership and subject matter experts to create a comprehensive and effective schedule
- Ensuring tasks are completed and each person hands off what is needed by the date it is needed.
- Following-up on action items, resolve, and escalate issues as needed.
- Serving as the central point of information to ensure effective communication to all necessary parties.
- Conducting meetings within the organization, with customers, and vendors.
- Tracking details that identify the health of the project; risks, decisions, agendas, and other supportive documentation

PROCEDURE

The management of starting-up new business opportunities shall be separated into five phases as detailed below. The planning and management of new business implementations should follow this process where possible.

- **Phase 1- Pre-Contract** (VPO, Program Director & Director of New Business Implementation)
 - Contract negotiation and finalization
 - Review and approve implementation plan
 - Establish a joint steering committee
 - Develop contract compliance tool
- **Phase 2- Program Set-up** (Director of New Business Implementation, Program Director, and Project Team)
 - Implement team kick-off meeting
 - Establish weekly project meetings
 - Establish communication linkages
 - Activate recruitment plan
 - Activate training and onboarding plans
 - Technology discovery and execution
- **Phase 3- Program Implementation** (Director of New Business Implementation, Program Director, and Project Team)
 - Activate Learning Management System
 - Establish quality improvement program
 - Establish reporting
 - Establish operational policies and procedures
 - Coordinate clinical services with client
 - Facilitate linkages to coordinate services
 - Identify and manage risks
 - Identify and track issues
- **Phase 4- Ongoing Program Operations** (Director of New Business Implementation, Program Director, and Project Team)
 - Continuous recruitment for long-term retention
 - Ongoing contract management
 - Ongoing communications
 - Performance improvement
 - Ongoing reporting
 - Ongoing staff training
 - Performance reviews and continuous improvement
- **Phase 5- Project Closure** (Director of New Business Implementation)
 - Conduct Contract Audit
 - Produce KPI
 - Conduct Lessons Learned session and document
 - Create Closure Document

Approved by: _____

Version	Date	Author	Summary of Changes
#1	11/15/2018	Rashida Morris	Policy Created
#2	09/17/2020	Rashida Morris	Reviewed with no Changes

New Business Implementation

