



**ONINDUS**  
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— RESPONDING TO AUDITORS —

# CONCERNS IN HEALTHCARE

## PROJECT MANAGEMENT





## Client Overview

A prominent 13-hospital system, managing a substantial \$1 billion capital program over the next five years, encountered a critical challenge. The organization struggled to respond effectively to auditors' inquiries about their project controls. With over 2,500 licensed beds, ensuring transparency and efficiency in managing their capital program was imperative.



2,500 licensed beds

\$1 billion capital program over the next 5 years

13-hospital System

## Problems

The key issue revolved around articulating appropriate project controls, which were essential for regulatory compliance. The challenge was to effectively document and operate these controls to meet the auditors' requirements.



# Our Approach

OnIndus employed a systematic approach to address the client's concerns and provide the solution.



## Identifying Key Stakeholders

OnIndus initiated the process by identifying the key stakeholders involved in the project process within the hospital system.



## Conducting Interviews and Current Process Analysis

Interviews were conducted with team members across different hospital units. This in-depth analysis helped in understanding the existing project processes in place.



## Documentation and Review

OnIndus meticulously documented the processes and opportunities for future improvement. A detailed project playbook was created, outlining the process in a clear and comprehensive manner.



## Effective Communication

OnIndus facilitated transparent communication to all stakeholders, ensuring everyone was on the same page regarding the changes implemented.





# Solution

The core solution provided by OnIndus was the development of a detailed Project Playbook. This playbook served as a centralized repository of documented project processes. It not only satisfied the auditors' requirements but also provided the hospital system with a robust framework for efficient project management.

## The Key Components of the Playbook for This Healthcare Institution





### **Documented Processes**

The organization now possesses a comprehensive document outlining all project controls, ensuring transparency and accountability.

### **Auditor Satisfaction**

The documented controls satisfied auditors regarding the organization's adherence to regulatory standards.

## **Business Outcomes**

### **Stakeholder Awareness**

By communicating the outcomes effectively, all stakeholders within the system were aware of the changes, promoting a unified approach to project management.

### **Enhanced Efficiency**

With standardized controls and processes, the hospital system experienced enhanced operational efficiency, leading to streamlined project management.

## **Conclusion**

OnIndus successfully addressed auditor concerns for the 13-hospital system by implementing a systematic approach, including stakeholder identification, interviews, and meticulous documentation. The detailed Project Playbook not only met rigorous standards but also provided a robust framework for efficient project management, enhancing transparency, accountability, and regulatory adherence. This positive outcome marked a significant improvement, positioning the hospital system for ongoing success in managing its capital program.



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