

Insight Xchange Project Management in Healthcare

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PROJECT MANAGEMENT IN HEALTHCARE



As the entire world reacts to the COVID-19 pandemic, project management skills have become even more sought after to respond to both the short-term response efforts and long-term planning initiatives. A healthcare project when done ineffectively can lead to patients' health problems.

Join us to hear from project managers from the front line



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THE INSIGHT XCHANGE

Project Management in Healthcare

PMI Chapter Xchange is excited to launch the "Insight Xchange series" - beyond events. We will gather insights from Subject Matter Experts from across the globe to get you insights from the field of project management.

On Feb 26, 2021, we sat down with 4 global experts from the front line to discuss how the healthcare projects transformed due to COVID and how project managers adapted themselves to lead these projects from the front.

Here is what they had to say !

Bruce Gay

Pensylvania, USA

COVID - How did it change healthcare systems?

The arrival of Covid required health providers to quickly digitize some workflows that were previously being handled in a manual way.

This also required closer coordination across hospital sites for reporting and tracking, something that may have been common on the financial side, but not necessarily on the clinical and operational.

Telemedicine sky rocketed from a few virtual doctor sessions per month thousands per month.

Telemedicine is more accepted by all stakeholders now (government, hospital administrators, doctors and the general public).



How is a COVID vaccination program different from other programs in your country ?

Unfortunately there has been a level of politicizing the vaccination programs in the USA. The Federal Government has devolved the responsibilities of the programs to the state level. In general the communications and flow of information around vaccine availability have not been as past public health programs.

Deepa Bhide

Hyderabad, India

COVID - How did it change healthcare systems?

Healthcare systems have changed in many ways as follows (indicative list only)

- Infrastructure that is so dependent on prevention of the transmission
- Training of healthcare staff that is now new and needs to be tailored to the catastrophe and new needs of this situation
- Healthcare insurance and payer concerns on reimbursements
- Birth of telemedicine which is now a de facto norm for patient interaction/new modality of communication
- Financial losses incurred due to changes in elective surgeries - causing a ripple effect on costs and reimbursement models
- Regulation and compliance change related to healthcare care delivery organizations - result of social distancing, fumigation
- Healthcare data management which now need to cater to new models of care delivery. Timely data transfers with appropriate security and privacy issues is paramount



How is a COVID vaccination program different from other programs in your country ?

Vaccinations are now being administered across the globe and India is one of the leading countries.

Vaccination is rolled out in phased manner with priority being given to the elderly and those with comorbidities.

Large scale vaccination is expected to be initiated as per the pre-determined priority.

India has its indigenous supply of the vaccines and newer vaccines are under trial for additional roll out.

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Shivani Gupta

South Florida, USA



COVID - How did it change healthcare systems?

COVID pandemic impacted the way of doing work in all industries and it did not only helped promoting telemedicine but barriers concerning regulation and reimbursement of tele medicine were temporarily lifted and relaxed.

Digital Transformation not only in delivery of health care solution but also in execution of health care projects became prominent.

Virtual way of managing work in all industries including the health care industry is the new norm now.

Pharmaceutical companies put their full focus on developing the vaccines and be future ready for dealing with unprecedented situations like this.

Hospitals adopted better hygiene techniques at all levels more than ever.

How is a COVID vaccination program different from other programs in your country ?

Government is quite aggressive on successful implementation of vaccination program as compared to other programs in the past or the ones being done in parallel to vaccination efforts

Government has released second relief package for residents. Other policies and programs in health care industry/ insurance/ pharmaceuticals are the second priority as compared with vaccination.

The distribution network is faster, and rate of vaccination is picking up every single day.

Vaccination program in US is fast, prioritized and highly extensive as compared to other programs being implemented parallel to it.

Michael Reynders

Cape Town, South Africa



COVID - How did it change healthcare systems?

While responding to pandemics is not new to new to healthcare systems the sheer magnitude and global impact of the COVID pandemic changed healthcare systems in the following ways:

- Lockdown regulations forced project teams to work remotely
- The 1st wave in South Africa served as a good test of what worked well and what needed to be tweaked in anticipation for the 2nd wave which was much more severe in terms of the hospital cases
- The South African public and private healthcare industries were forced to work together and were successful in terms of the combined response to the pandemic, which hopefully bodes well for the envisaged National Health Insurance (NHI) initiative that the government plans to implement.

How is a COVID vaccination program different from other programs in your country ?

The key differentiator for the private health sector in South Africa is that the government owns the vaccination programme and the private sector, which has the expertise and infrastructure to run a programme of this magnitude, is presently merely a participator in the programme which presents certain challenges in the start-up of the vaccination programme.

This insight Xchange nugget is powered by:

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Have a suggestion ? Feel free to drop a note to the PMI Chapter Xchange team here pmichapterxchange@gmail.com

