

CASE STUDY

Dignity Health Improves Oversight and Efficiency of 150 Construction Projects

Since Dignity Health® implemented Projecto™ capital program/project management software, the healthcare system has seen significant increases in project visibility, coordination and efficiency. Decision making has become more accurate, errors are quickly identified and corrected, and project managers spend far less time on administrative and reporting tasks.

THE CLIENT

Dignity Health and Catholic Health Initiatives (CHI) have come together as CommonSpirit Health, creating a new nonprofit Catholic health system focused on serving communities in 21 states. The \$29 billion system operates more than 700 care sites and 142 hospitals and supports a range of community health programs to create healthier communities and address the root causes of poor health.

THE CHALLENGE

With aggressive growth goals and a commitment to continually improve patient service, Dignity Health has as many as 150 design and construction projects underway at any given time, with a cumulative budget of more than \$2.5 billion.

The 75 project managers in the Dignity Health design and construction group were managing their projects using Excel spreadsheets in a wide range of formats, and sending approval requests for budget and project changes through the U.S. mail.

The varying quality of information and lack of standardization made it difficult for the group's management team to get an accurate look at the big picture, and the antiquated approval process resulted in costly inefficiencies.

PROJECTO BY THE NUMBERS

**100%**

more reporting errors identified and corrected

**50 - 60%**

less time spent on project administration

**40**

hours per project per month saved in reporting

THE WIZARD SOLUTION

Dignity Health implemented Wizard Software Solutions' Projecto™ capital program/project management software. The healthcare system chose Projecto because of its versatility, ease of use and proven success in the healthcare industry.

Rapid adoption, efficient implementation

Wizard Software Solutions' support team coordinated and completed the training on the intuitive software for Dignity Health's 75 project managers (which included outside contractors) and the senior management team. Projecto integrated easily with the Lawson Enterprise Simple Portal (ESP) utilized by Dignity Health, giving senior management and the onsite teams instant visibility into project financials.

Consistent reporting results in smarter decisions

The design and construction group was able to standardize reporting across all 75 project managers and all 150 active projects. Projecto enabled the group to:

- manage workflows more efficiently
- route and secure budget and change approvals more quickly
- schedule more effectively
- identify and correct errors faster
- provide immediate and accurate treasury reporting of cash needs

The standardized and timely reporting enabled the senior management team to make more informed decisions more quickly.

Finding new ways to succeed with Projecto

Dignity Health soon expanded its use of Projecto to manage the financial reporting for the healthcare system's Build Environment Program. These are financials that are tracked to hospitals throughout the Dignity Health system—without being allocated to specific design/construction projects—and managed by assigning vendors or accounts to an array of categories, such as interiors and exteriors. Dignity Health had been unable to effectively manage its Build Environment Program prior to implementing Projecto.

"We rely on a monthly report called 'Highlights.' Each project manager used to have to enter their information into an access database every month to generate the report. Now, using Projecto, we press a button and 'Highlights' is generated."

— Aleda Anderson-Feig
Manager, Project Finance & Accounting,
Design & Construction, Corporate Real Estate
Dignity Health

Wizard Software delivers solutions that are simple to use, with powerful feature sets, yet flexible enough to be tailored to the specific needs of capital project managers, facility managers, and lease administrators.

Our solutions are unique because our clients are. For 30+ years, Fortune 1000 corporations and major healthcare systems, universities, and state and local governments have trusted us to deliver software solutions that align with the way they work.

