



The Modernization of a Global Healthcare System



“We considered all of the project management solutions in the market and chose Kahua because it provides the flexibility to work the way we want to work. Kahua provides the agility we need to manage our unique healthcare specific needs.”



One of the largest healthcare networks in the U.S., with over 80 hospital locations, is recovering from what the industry might call a wrecking ball kind of a year. Hospital capital programs have had to pivot and rise to the occasion of a pandemic by increasing and updating ventilation systems, standing up temporary structures, building isolation rooms and expanding emergency departments, not to mention implementing new technology to support care and enable virtual visits.

The success of the capital planning team of this national network has been based on the modernization of its capital program using Kahua for Healthcare. It moved away from legacy systems and disparate processes and transformed the way that national and local teams work with architects, engineers and contractors to collaborate on construction programs. Through this digital transformation, the network has been able to adapt to change, leveraging a system just as flexible and agile as the ever-changing environment has demanded.

This paper will walk you through this network's digital transformation of key processes that support critical phases in the lifecycle of a healthcare capital program.

Bid Management

Prior to the modernization project, this healthcare network was using Excel for its bidding process across multiple hospitals. Putting out calls for bids, setting specific requirements, answering questions and comparing and selecting vendors was a manual procedure which left too much room for risk.

Moreover, the network prides itself on building strong, long-term relationships with its vendors, through good times and bad, and strives to make sure they are taken care of and paid on time. In return, vendors deliver the quality demanded by the hospitals. A bidding process that lived up to that mission was required.

The bidding module in Kahua for Healthcare was rolled out across the network to automate and standardize opening and managing bid solicitations, providing potential vendors with a bid room to view drawings, ask questions and submit their bids. With Kahua, the project teams now can issue alternate packages, enabling the comparison of multiple base and alternative bids against the total project budget. As each bid is closed, Kahua for Healthcare manages award notifications and processes successful bids directly into contacts system.



Close Out

Delays in turning over projects will result in the loss of money and of time to serve patients.

This national hospital network was also using Excel to manually manage its close outs in what was a tedious and often lengthy process. In addition, this phase was not fully managed within the same system that had been used to develop the program itself, and this often led to a long delivery process. Program managers, for example, had to individually close out financials and regulatory processes and hand off detailed as-built documents and maintenance schedules.

Having implemented the close out module in Kahua for Healthcare, the network is now able to leverage detailed workflows for expediting once-monotonous financial, regulatory and facility handovers. Audit trails are automatically created for all communication and signatures and for each line item in the close out process. Today, programs are turned over and operational in less time than before, and critical documents are named in a standard convention and organized in a single reference system. The result is more than 80 hospitals are now able to serve their communities more efficiently than before Kahua.



Work Orders

Work orders vary widely in size and scope, but whatever is being requested will enable the smooth operation of the facility and its staff to deliver quality care.

This network manages over 9,000 work orders a year, often involving multiple contractors per order or multiple orders per invoice. These were processed through disparate systems with very different workflows and various owner representatives who were themselves responsible for reviewing and validating vendor backup documentation, which was often delivered in multiple boxes of paperwork. The issue, however, expanded far beyond the lack of a standardized

work order system across the network; it also crippled finance when it came to processing full or partial payments.

Kahua for Healthcare's agility has allowed specific workflows to be developed for regulating work order management in a single solution, from approvals to sign-off and payment. The Kahua system has also been extended beyond the healthcare network to its contractors, which means all relevant data is available through its own version of Kahua for timely updates and full collaboration. In addition, with integration of the ServiceNow intake system, the original requestor is kept informed of the order's status according to defined milestones.

Today, the healthcare network has a true single source of truth for its work orders, which has resulted in accurate real-time reporting on work performed and cashflow, enabling a more effective collaboration between all parties. Equally important, there is now just one location for all backup documentation and audit trails for each step of the process.

Utility Shutdown & Hot Permit Modules

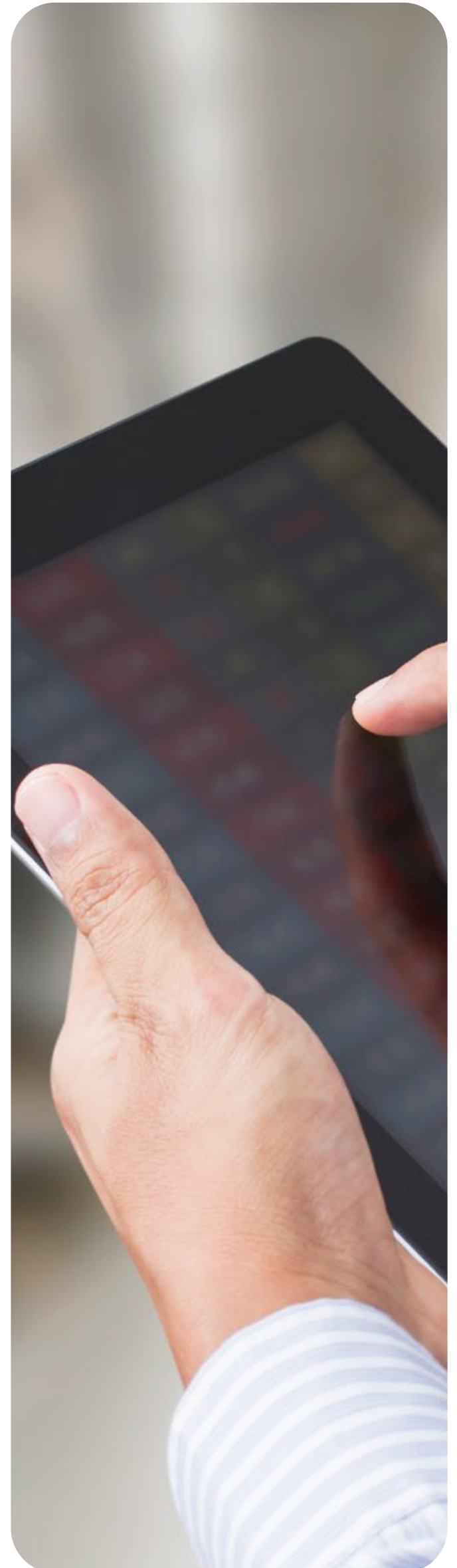
Hospitals often need to shut down electrical systems during construction, as well as for modification and maintenance once the unit is operational, with outages affecting HVAC systems, lighting, plumbing, fire alarms, security and traffic control.

A formal sequential process of requesting the shutdown – including the scheduling of approvals, internal and external communication, how to bring the system back up and a thorough backup plan – must be managed in alignment with regulatory requirements. A mismanaged shutdown can be catastrophic for patients, staff and visitors; it also creates risk of damaging critical and expensive equipment.

Moreover, hot work – cutting, welding, soldering, etc. – is often done throughout the health system. Permits must be garnered to ensure a safe working environment.

One of the network's Arizona hospitals has implemented Kahua for Healthcare's Utility Shutdown and Hot Permitting modules to oversee these risky processes.

Using detail from the as-built plans, maintenance schedules and regulatory guidelines transferred to the hospital during the close out phase, the operations team now has a streamlined framework for these outage requests. The entire process is managed in the Kahua modules with a clear audit trail that starts with approval and scheduling and moves on to work performed and communication. Consequently, the hospital is now able to assure the safety of its patients and avoid any disruption to care.





Kahua for Healthcare

Kahua for Healthcare is the only project management information system with the healthcare industry specifically in mind. The platform addresses the operational needs of capital programs including full project visibility, cost management, infection control and compliance.

Kahua for Healthcare provides the tools and delivers the flexibility needed to manage all the constituent parts of a capital program, such as integrating multiple funding sources, producing insightful custom stakeholder reports and managing cashflow at both project and program level. The platform also offers industry specific functionality to address utility shutdown, hot permits and infection control.

To learn more about Kahua for Healthcare and the industry-specific suite of modules, contact us or request a demo.

Choose Kahua

Kahua is a leading provider of capital program and construction project management software, enabling innovation that is changing the way that capital programs are planned and delivered. Kahua's purpose-built solutions for owners, program managers and contractors enable rapid implementation that minimizes time-to-value and enhances user adoption. And with the industry's only low-code application platform, customers can easily customize existing Kahua apps or even build their own new apps to run their business at peak efficiency today and rapidly adapt as business conditions dictate.

Want to learn more? Contact us today at: connect@kahua.com

