



## Healthcare Innovator OhioHealth Cures Itself of High Cost, High Maintenance Project Portfolio Management with Daptiv PPM

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Derrin Ritchie, Portfolio Manager

### AT A GLANCE

#### KEY FACTS

- From the time OhioHealth became a Daptiv customer, it only took two weeks to ramp up OhioHealth’s 85 projects for the Dublin Hospital with Daptiv PPM.
- The benefits of going with a SaaS solution like Daptiv far outweigh an in-house option: quarterly releases, savings that add up to hundreds of thousands of dollars, and overall better portfolio and project management processes.

OhioHealth is a not-for-profit regional healthcare system that provides managed care services, and operates hospitals, primary care and off-site health facilities, as well as home care services. The organization has been serving Ohio’s healthcare needs since 1891.

#### NEEDS

OhioHealth was managing their portfolios with Excel spreadsheets and word documents all of which were in different formats and styles. They were challenged to bring the information together and communicate it in a single format to their Executives. There was a great need to increase visibility of project information and the process for sharing information, such as project requests and issues, needed improvement.

“We had over 85 projects to manage for our new hospital, with multiple teams involved. With that level of complexity, we needed an automated solution to drive greater visibility into portfolios and lower our in-house costs,” Derrin Ritchie, Project Manager & System Admin.

OhioHealth needed a solution that would:

- Reduce overhead costs associated with maintaining a project and portfolio management solution
- Increase visibility into projects to improve communication
- Improve portfolio and project management processes
- Reduce the complexity of updating project statuses and project requests via a hosted solution

#### SOLUTION

After considering approximately ten different project management and collaboration vendors, including Mercury, Primavera, HP and Clarity, OhioHealth chose Daptiv, and the Daptiv PPM service. “We had a pilot and involved approximately five different teams across our organization in evaluating Daptiv PPM (then eProject). We included executives as well for their approval. In the end we had excellent feedback and the tool met all of our criteria,” says Ritchie.



*“We’ve heard from other businesses in the Columbus area that haven’t embraced a SaaS solution like Daptiv that they need 25–30 people to administer their systems, in addition to fees for upgrades and extra teams to manage their different portfolios. They are spending hundreds of thousands of dollars and they are too heavily invested to the point where they can’t get out of it.”*

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Once Daptiv was chosen, it was important to get the tool running as quickly as possible to work with OhioHealth’s 85 different projects for our new hospital. “We were ramped up very quickly—within weeks. Over a year later, I now have over double the number of Dynamic Applications created than when we started ramping up the tool,” says Ritchie.

Currently, the following departments are using Daptiv PPM to manage their projects, with additional departments anticipated to follow:

- Construction
- IT
- Revenue Cycle
- Pharmacy Team

“Every department uses the Daptiv PPM functionality differently, but we’re trying to build a commonality in how they are tracking projects,” says Ritchie. For example, the Construction team uses Daptiv PPM to manage finances, budgeting, project status, and tasks. On the other hand, IT uses Dynamic Applications to track project status, project requests and issues.

In addition to Daptiv PPM, OhioHealth also uses Daptiv Advanced Report Builder to share portfolio and project information across the organization.

## VALUE

“Because Daptiv PPM is a hosted solution, the ability to login to the product from any location has helped us increase the accessibility of our data. The Software as a Service (SaaS) model has helped us tremendously. We pull better data now and it enabled us to improve our organization’s project and portfolio management processes,” says Ritchie.

Specifically, Daptiv PPM dashboards and Daptiv Advanced Report Builder have been a breeze.

“It used to take me days to build a crystal report. Now I can crank them out left and right within minutes,” explains Ritchie. With Daptiv PPM’s dashboards, Ritchie says, “We’ve seen lots of improvements with the dashboards. They’re incredible helpful to get detailed information in a simple view.” For example, when OhioHealth built their new Dublin Hospital (one of few paperless hospital in the nation), a dashboard was ideal to track issues that were process and system related during the opening weeks. Everyday for three weeks at 9:00 am and 4:00 pm the dashboards were used to track high level IT related issues that gave all team members, Executives included, a pulse on the status of the issues. “It took me less than an hour to create the reports and it worked out perfectly as a way to share information across the organization,” says Ritchie.

As other teams across the organization are familiarizing themselves with Daptiv PPM, there has been an incredible response. “Many teams are seeing what Daptiv PPM can do and their jaws are dropping. After I presented the tool to a key department in our company, the Director said, ‘This is what we need to communicate and collaborate more effectively across the organization’,” says Ritchie.

Daptiv PPM has also benefited OhioHealth’s budget. “We’ve heard from other businesses in the Columbus haven’t embraced a SaaS solution like Daptiv that they need 25–30 people to administer their systems, in addition to fees for upgrades and extra teams to manage their different portfolios. They are spending hundreds of thousands of dollars and they are too heavily invested to the point where they can’t get out of it,” says Ritchie.

In comparison, “There’s great cost savings associated with Daptiv PPM—we don’t have to pay for quarterly enhancements and support has been very helpful if we need any tweaks to our environment. Going with Daptiv has absolutely paid off,” says Ritchie.



### **ABOUT DAPTIV**

Founded in 1997, Daptiv is the leading provider of on-demand Project Portfolio Management (PPM) solutions. Daptiv has helped thousands of companies improve their strategic planning and business execution by offering adaptable PPM solutions and expert professional services. Daptiv’s customers include world-class organizations such as Beam, Chase, Coach, Harvard University, Honeywell, InterContinental Hotels Group, and Virgin Australia. For more information about Daptiv’s PPM solutions, please visit [www.daptiv.com](http://www.daptiv.com).