



The Journey

JourneyOne has worked closely with health industry clients since 2012, taking on leading roles in large and challenging programs. As a result, the team has a current and in-depth understanding of the needs, challenges and complexities of the health industry in Western Australia.

JourneyOne's experience encompasses the delivery of complex health systems across multiple facilities; deployment of automation and robotic solutions; and hospital commissioning.

In the health context, JourneyOne's CARE Team service has successfully supported executives and program/project teams in planning, delivery, solutionising, solving challenges and providing hands-on delivery of ICT and clinical outcomes.

How the JourneyOne Team Can Help:

- Plan and manage critical paths (including risk management).
- Deliver complex programs/projects, including pharmacy automation and closed loop medication solutions; imaging systems; theatre management systems and CSSD instrument tracking solutions; real time location systems (RTLS); and remote frequency identification (RFID) solutions.
- Manage medical equipment procurement, implementation and configuration (FFE).
- Manage clinical provisioning (systems and equipment) and final configuration.
- Optimise clinical workflows.
- Support the go-live phase and help stabilise post go-live, including on-site support and floor-walking.
- Change manage clinical and non-clinical commissioning.
- Commission, triage and transition to support for operational readiness.

Our Client Journey Outcomes

Hospital ICT Commissioning

JourneyOne provided overall leadership for a recent healthcare ICT program, from the early commissioning planning phase through to the provision of go-live support and post go-live stabilisation.

Throughout the engagement, JourneyOne managed the commissioning 'factories', including application configuration, and provided architecture services to the ICT program, with oversight of the integrated solution. The team managed the establishment of the hospital's service management processes, and the transition and handover of these to ongoing BAU support functions.

Navigating a challenging stakeholder environment, JourneyOne provided strong change leadership and developed critical communication materials for clinical and business stakeholders. The team designed and led the pre-start processes and ensured operational readiness for clinical areas, including provisioning of correct role-based access for systems, equipment and facilities.

To further support the program, JourneyOne developed and coordinated the approaches used for the induction of over 5,000 clinicians and staff.

The team monitored critical delivery risks and stepped in to lead the remediation of 'at risk' projects as and when they were required. They managed the transition and close-out phase for the entire ICT program, and overall ensured that the program delivered what was needed to open the hospital.

Imaging System Upgrades

The JourneyOne team has been instrumental in leading, planning and delivering imaging services across major health facilities. In addressing key business, application and infrastructure issues, JourneyOne applied a holistic approach covering remediation, service management and implementation.

As part of the program management, services provided by the team included, but were not limited to: architecture and analysis; replacement of existing disaster recovery environment with purpose-built DR structure; vendor management and communication; thorough system and integration testing; and coordination of the handover to operational support and clinical staff.

This work saw the team working to critical deadlines to address stability and performance of the systems, delivering successful remediation of the program within the given timeframe and ensuring successful take-up.

Journey Highlight: The JourneyOne Pharmacy Automation Approach

JourneyOne has delivered pharmacy automation to two large health facilities in WA, including what was, at the time, the largest pharmacy automation implementation in the southern hemisphere.

