

# Capacity Conquered: Learn how improved resource management helps MEDHOST® cope with rapidly fluctuating client demands.



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DAVE SANDERS  
VP OPERATIONS AND REPORTING  
MEDHOST

## Introduction

For more than 30 years, MEDHOST has been the leader in healthcare technology and engagement solutions, meeting existing and emerging needs of its customers in advance of market demand. Today, nearly 1,100 North America hospitals and health systems utilize MEDHOST's solutions and services to improve clinical delivery, and financial and operational performance.

## Challenge

With growth, came a multiplication of projects from clients across the U.S. MEDHOST was utilizing disparate solutions to handle project and resource management functions. MEDHOST leadership realized that consolidating the number of tools being used across the organization, reducing end user touch points and improving reporting, and tracking of key deliverables would be critical for better service delivery and financial performance. With 100 internal resources, there was no standard method or tool being used to provide visibility into volatile resource schedules.

## Balancing Requirements and Integration

In 2015, MEDHOST began evaluating six Project Management vendors with two key guideposts in mind:

- Ability to employ a common organization-wide tool for project management, integrated resource management, deliverable/milestone management, time capture and approval against projects and project/resource reporting
- Capability to integrate with existing CRM (Salesforce™) and financial (Intacct™) solutions.

## Solution

"When we saw that KeyedIn Projects could meet our essential objectives and integration requirements for existing solutions, it quickly narrowed to a field of one," said MEDHOST PSA Admin Charles Hughes.

## ABOUT KEYEDIN PROJECTS

KEYEDIN PROJECTS IS A SUPREMELY FLEXIBLE SOLUTION FOR MANAGING PROJECTS, PROGRAMS AND ENTIRE PORTFOLIOS – FROM A SINGLE PLATFORM THAT PROVIDES A COMPREHENSIVE VIEW OF THE STATUS OF EVERY PROJECT. FAST TO IMPLEMENT AND EASY TO USE, KEYEDIN PROJECTS PROVIDES A UNIQUE APPROACH TO PROJECT AND PORTFOLIO MANAGEMENT BY COMBINING A STRATEGY-LED AND EXECUTION-DRIVEN APPROACH IN A SINGLE SOLUTION. THIS SIGNIFICANTLY REDUCES YOUR TIME TO LIVE AND ALLOWS YOU TO GROW AS YOUR PROJECT MANAGEMENT PROCESSES MATURE.

[WWW.KEYEDIN.COM](http://WWW.KEYEDIN.COM)

## Better Visibility and Control

The MEDHOST and KeyedIn teams worked quickly in partnership capacity to implement the solution, train key team members and configure it for specific departmental/role applications. The rollout began in October 2015 and was completed by December.

Going from a patchwork of spreadsheets, scheduling and project tools to a single platform immediately improved project control and visibility. Today, MEDHOST uses KeyedIn Projects to manage a growing tally of over 1000 projects.

## Improved Resource Management

“Improved Resource Management has driven better efficiency across our organization,” said Dave Sanders, VP Operations and Reporting. “For example, we now have the insight to be more flexible with contractor resources in response to rapidly fluctuating client demands. Having the same PSA tool across the organization — and having it integrated with accounting — increases standard visibility. It’s good from a company perspective not to have ‘one-offs’ or people using spreadsheet-dependent processes.”

## About MEDHOST

MEDHOST is a provider of market-leading enterprise, departmental and healthcare engagement solutions to more than 1,100 healthcare facilities. Our integrated product portfolio includes intuitive, cloud-based solutions, including YourCareEverywhere, a robust health and wellness consumer engagement platform. Our broad offering of hosting, outsourcing, marketing and consulting services are changing how clinicians and hospital leaders work and collaborate, while generating notable operational improvements. MEDHOST delivers value by enabling hospitals of all types and all sizes to better manage the business of healthcare across the care continuum while meeting evolving regulatory requirements.

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*Strategy-led and Execution-driven  
Cloud-based Project Management Solution*

*Part of the Keyedin Solutions Business Portfolio*



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