

client profile



BlueCross BlueShield
of Kansas City

Blue Cross and Blue Shield of Kansas City

Situation

Following an administrative reorganization in the IT Division, Blue Cross and Blue Shield of Kansas City (BCBSKC) was preparing to introduce new methods and processes to its employees. It was imperative all the bugs be worked out and the new process be easy to learn and use before the transition. Workload and the short timeline of the rollout prohibited assembling an inside team to effect all the changes. Barb Egger, BCBSKC director of the project management office says, “We had a ‘straw man’ process provided by another consulting company, but gaps needed to be filled in to assure the transition to the new process would be as seamless as possible.”

Process

BCBSKC partnered with Adams-Gabbert & Associates to consult, consolidate and coordinate the project and train employees prior to the rollout. A team of consultants, project managers and analysts worked on-site for three months with BCBSKC senior management and project managers to correct the shortcomings and expand the process to accommodate additional requirements.

Changes in new process, template design and methodology were verified in an eight-week pilot program, testing projects selected from active BCBSKC files.

Adams-Gabbert consultants also conducted extensive interviews with the BCBSKC employees to develop materials to be used in employee training.



Result

After extensive testing and three weeks of employee training, BCBSKC’s new Project Management Methodology (PMM), was up and running. The transition from old to new was effected without any downtime. “Adams-Gabbert & Associates was contracted for this project because of the extensive project management experience they bring to the table,” comments Egger. “They listened to us, analyzed our needs and implemented an efficient, easy-to-use project management tool.”

Blue Cross Blue Shield of Kansas City is just one of the many businesses we’ve helped introduce new process and project management procedures to employees and the marketplace. To learn how we can help you improve your business, give us a call at [816.347.0077](tel:816.347.0077).



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