

Lessons Learned

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Throughout the Implementation phase of the project, Optum Rx conducts lessons learned activities to enhance the project experience. If any lessons learned can be captured, they will be documented in the meeting notes and used to improve future deliverables.

The lessons learned activity is performed by a separate department to remove any project conflicts and to ensure open and transparent feedback is received. Through these lessons learned the team will work to implement appropriate actions for future utilization.

Some areas that the team has focused on to create large impacts in the quality processing of an implementation are:

Adherence to the project plan dates: We engage resources early, create a detailed project plan with the client and set appropriate expectations for all teams involved.

Transparent communication: Our implementation project manager provides weekly summary reports outlining the progress of the implementation. These stat reports are fully customizable to meet the needs of our clients.

Scope management: Our project team will create and work with you to finalize a scope management plan. Once the project has been baselined and all areas are agreed to, any additional changes or enhancements will process through a change management process to help keep the project teams focused on the critical path of the implementation.