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- ✓ It was cost effective
- ✓ It could be implemented quickly
- ✓ It was scalable and flexible
- ✓ It was home-grown in NZ

## Te Whatu Ora

Health New Zealand

Capital, Coast and Hutt Valley

# TRANSFORMING HEALTHCARE DELIVERY: TE WHATU ORA CAPITAL, COAST AND HUTT VALLEY'S JOURNEY WITH PSODA

CASE STUDY: TE WHATU ORA CAPITAL, COAST AND HUTT VALLEY

On 1 July 2022 Te Whatu Ora replaced New Zealand's 20 District Health Boards as the overarching government agency responsible for health services across New Zealand.

Capital, Coast and Hutt Valley district is located centrally in Wellington and has over 6,000 full-time equivalent staff. They operate three hospitals – Wellington Regional Hospital in Newtown, Hutt Valley Hospital and Kenepuru Hospital in Porirua – as well as the Kāpiti Health Centre at Paraparaumu.

Capital, Coast and Hutt Valley district provides a range of specialist services including neurosurgery, oncology, neonatal intensive care and community-based services including district nursing, rehabilitation services, alcohol and drug services, social work and home support services to a population of around 900,000 people.



Wellington is New Zealand's centre of government and the world's southernmost capital city.

# 📍 THE CHALLENGE

Te Whatu Ora Capital, Coast and Hutt Valley (formerly Capital & Coast District Health Board), a leading healthcare provider in New Zealand, faced complex project management challenges. With over 6,000 staff and three hospitals, managing diverse projects across the organisation was a manual and time-consuming process. Limited visibility into project progress, siloed information and inefficient resource allocation hampered their ability to deliver critical healthcare initiatives efficiently and effectively.

# 💡 THE SOLUTION

After seeing a demonstration at a health IT conference Te Whatu Ora Capital, Coast and Hutt Valley chose Psoda, a cloud-based project portfolio management (PPM) tool, to streamline their project operations and achieve greater transparency and collaboration. Psoda offered a centralised platform to:

- **Consolidate project information:** Psoda replaced disparate spreadsheets and emails with a single repository for all project data, including tasks, resources, timelines and budgets. This facilitated information transparency and improved access for stakeholders across the organisation.
- **Enhance collaboration:** Psoda's collaborative features, like real-time communication tools and Kanban boards, facilitated seamless communication and knowledge sharing among team members, fostering a more cohesive and engaged work environment.

## CHALLENGES:



No one single **view of the status** of the various projects



There was a distinct lack of **strategic alignment** of projects



There was no **central resource management**

## SOLUTION:



Psoda provides a **holistic view of** various project's data in one view



Psoda's **single repository** allows for visualisation and alignment of projects



Psoda has in-depth **resource management functionality**

- **Optimise resource allocation:** Psoda's resource management capabilities allowed Te Whatu Ora Capital, Coast and Hutt Valley to visualise team workloads and allocate resources efficiently across various projects, ensuring critical initiatives were well-staffed and on track.
- **Gain data-driven insights:** Psoda's comprehensive reporting and analytics dashboard provided valuable insights into project progress, risks, and resource utilisation. This data-driven approach enabled better decision-making and proactive risk mitigation.
- **Clear financial visibility:** By using Psoda's integrated budgeting and timesheeting functionality the PMO was able to monitor financial performance in real-time. Psoda provided instant insights into who was working on what and for how long. Budgets and timesheets worked hand-in-hand, giving them a clear picture of how project funds were being used and when contract payments were due. Proactive monitoring and clear visualisation ensured they stayed ahead of any potential cost overruns, allowing for timely adjustments and informed decision-making.



# WHY PSODA?

Te Whatu Ora Capital, Coast and Hutt Valley chose Psoda for a number of reasons:

- **It was cost effective**
- **It could be implemented quickly**
- **It was scalable and flexible**
- **It was home-grown in NZ**
- **It was locally hosted**
- **It was locally supported**

As Psoda is a cloud-based solution the total cost of ownership is significantly lower than that of traditional PPM tools with similar functionality. The flexibility of the toolset meant that it was configured to meet the needs of Te Whatu Ora Capital, Coast and Hutt Valley, rather than the organisation having to change their processes and procedures to fit the needs of the tool.

## RESULTS

By implementing Psoda, Te Whatu Ora Capital, Coast and Hutt Valley experienced significant improvements in their project management processes:

- **Increased project visibility:** Real-time access to project data empowered stakeholders at all levels to make informed decisions based on accurate and up-to-date information.

- **Improved collaboration:** Enhanced communication and knowledge sharing through Psoda fostered a more collaborative project environment, leading to increased team engagement and productivity.
- **Enhanced resource management:** Psoda's resource optimisation tools resulted in more efficient resource allocation and improved utilisation of available workforce capacity.
- **Data-driven decision making:** Access to real-time data and insightful reports empowered Te Whatu Ora Capital, Coast and Hutt Valley to make informed decisions, mitigate risks and optimise project outcomes more effectively.

## CONCLUSION

Te Whatu Ora Capital, Coast and Hutt Valley's successful implementation of Psoda helps ensure their critical healthcare initiatives are delivered efficiently and effectively, ultimately contributing to improved patient care and service delivery.



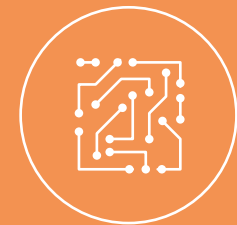
FLEXIBLE AND  
CONFIGURABLE



RESPONSIVE  
SUPPORT



PERSONALISED  
ONBOARDING



LATEST  
TECHNOLOGY