Professional Services provide the governance, structure, and collaboration for the right outcome for your project

There for you every step of the way

Carestream Professional Services deliver comprehensive Project Management and support throughout a project's entire service lifecycle. Our focus on collaboration and efficiency helps to ensure an overall successful outcome for your Healthcare IT project.

When the time comes for your implementation, we'll be ready

Using a structured methodology, quality gates, and project governance, Carestream specialists work together with members of your organization to ensure a smooth and timely implementation for your project.

Six steps to success
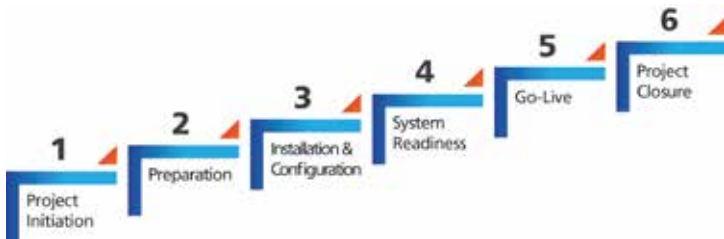
The Carestream methodology features six implementation phases, which were developed based on years of experience and use a consistent, repeatable approach. The methodology keeps everyone aligned on expectations, roles, and responsibilities. Quality Gate checkpoints are conducted to ensure that activities and deliverables are completed on time while adhering to quality standards. Every Carestream Professional Services team member is fully trained on this approach.

Here are the six phases of the methodology:

1. Project initiation
2. Preparation
3. Installation & configuration
4. System readiness
5. Go-Live
6. Project closure

Project governance structure works for you

Establishing a defined project governance structure is a key to the success of any project. Representatives from your facility and from Carestream form a Steering Committee, responsible for risk mitigation, issue resolution and actions that require management decision-making. The Steering Committee meets regularly and includes your executive sponsor and management team as needed.

A Core Project Team, which is a working group from your facility and Carestream, will lead and manage day-to-day project activities. These activities include Current-State and Future-State Workflow documentation, system design, integration, testing and training strategies. The Core Project Team reports to the Steering Committee on critical project risks and decisions.

Ongoing support

Depending on your needs, Carestream can provide additional support like PACS administration services, ongoing system optimization, training and project management, either during your healthcare IT project and/or beyond. We are there for you every step of the way.

Example: Your Facility Project Team

The **Facility Project Manager** collaborates with the Carestream Project Manager, leads project governance, provides direction, controls the project plan and oversees personnel. He or she manages project communications, reporting, procedural and contractual activity.

Radiology Director(s) participate in Current-State Workflow discovery, Future-State Workflow decisions and Integrated Testing.

PACS and RIS Administrator(s) participate in Current-State Workflow discovery and Future-State Workflow decisions. They are the primary workflow/system owners during and after implementation for functionalities like display protocols and ongoing configuration changes. In addition, they take part in and support Integrated Testing and First Clinical Use.

Testing Coordinator leads the development of detailed end-to-end integrated testing scripts. They coordinate and lead testing activities, including resource scheduling, issue tracking and reporting.

Training Coordinator and Trainers coordinate and lead the training schedule and logistics and provide training to end users during implementation and post Go-Live.

IT Resources implement workstations, hardware, OS, network and integration requirements. They also provide support during Integrated Testing and First Clinical Use.

Radiology & IT Executive Sponsors act as Steering Committee members.

Example: Carestream Project Team

The **Carestream Project Manager** collaborates with the Facility Project Manager, leads project governance, and provides direction and control of Carestream project personnel and the project plan. Manages project communications, reporting, procedural and contractual activity.

Solutions Architect is the lead technical architect who provides direction on configuration requirements.

Application Consultant leads Current-State Workflow documentation, Future-State Workflow design and configures display protocols. He or she also trains the Facility Administrator and/or Clinical Trainer on system functions and end-user training (ie. "train the trainer").

Technical Implementation Specialist installs and configures the system software.

Integration Specialist designs, implements, validates, and supports system integration requirements.

Technical Migration Specialist manages the data migration.

Network Engineer establishes Secure Remote Service Access (SRSA) connectivity into Carestream equipment on the facility network.

Professional Services Management Sponsor and Executive Sponsor act as Steering Committee members.

Carestream