

Our approach to projects as a methodology



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Background

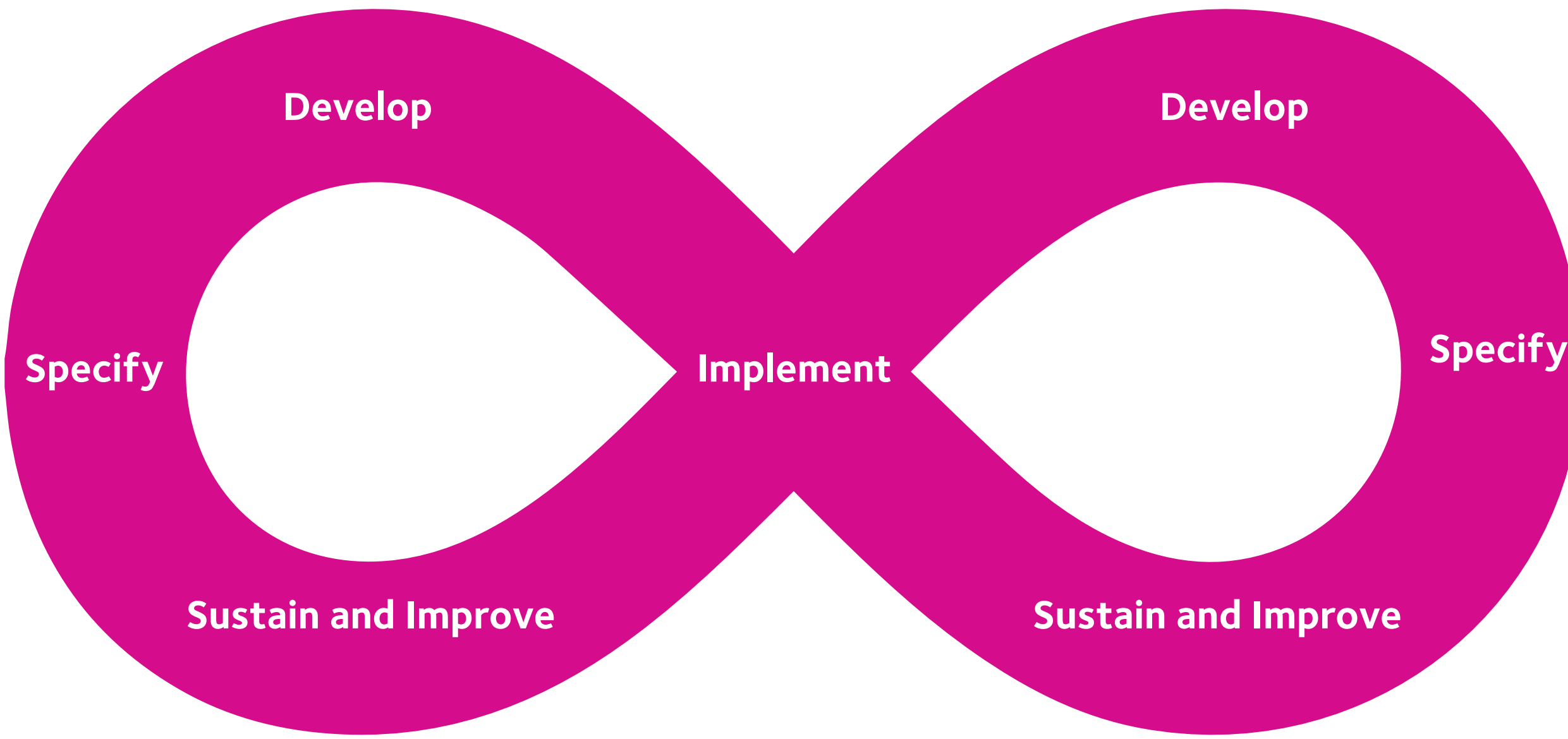
A hospice introduces projects across teams and services that vary in size and scope. Projects enable implementation of beneficial changes set out in our strategic objectives¹. To deliver on organisational strategic priorities, a scalable framework was required for colleagues to work towards continuous improvements and deliver projects successfully. It was agreed a defined methodology for approaching projects would help achieve this.

Aims

- Introduce a consistent approach to projects
- Create agile processes to free up staff time
- Create monetary savings and improve service

Results

- A more consistent approach across:
 - Processes
 - Language
 - Documentation
- More clear roles and responsibilities
- Improved understanding of project justification
- Better time management
- Use of agile techniques
- Empowered team members to lead projects
- Better visibility of projects their progress, and overall capacity.



A step closer to a culture of continuous improvement, with less resistance to change.

“The approach enabled us to plan and prioritise to keep the things on track, whilst being agile and allowing the project to evolve throughout implementation according to the needs of the team, the wider Hospice and, importantly, our bereaved clients.” – Kelly

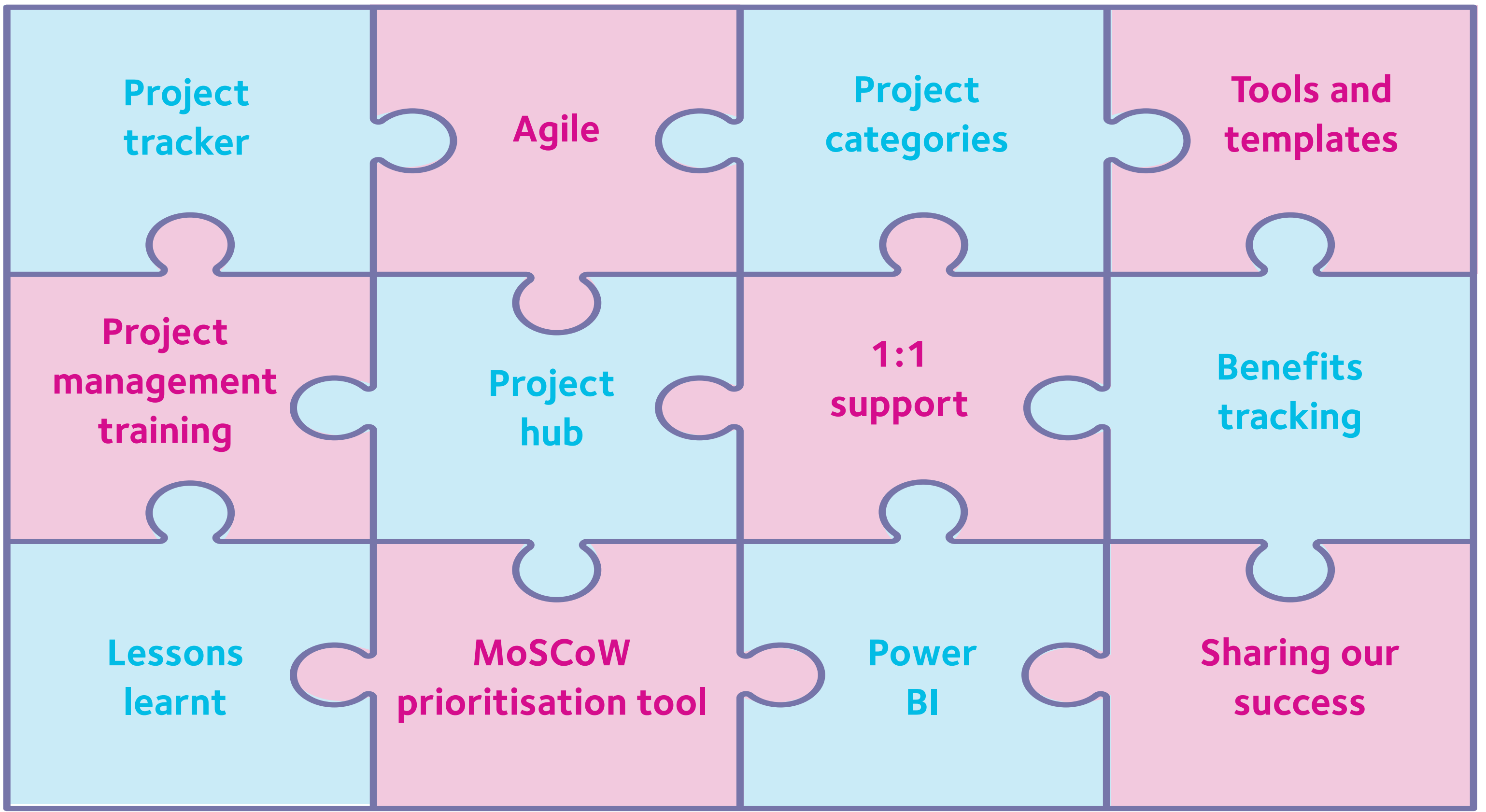
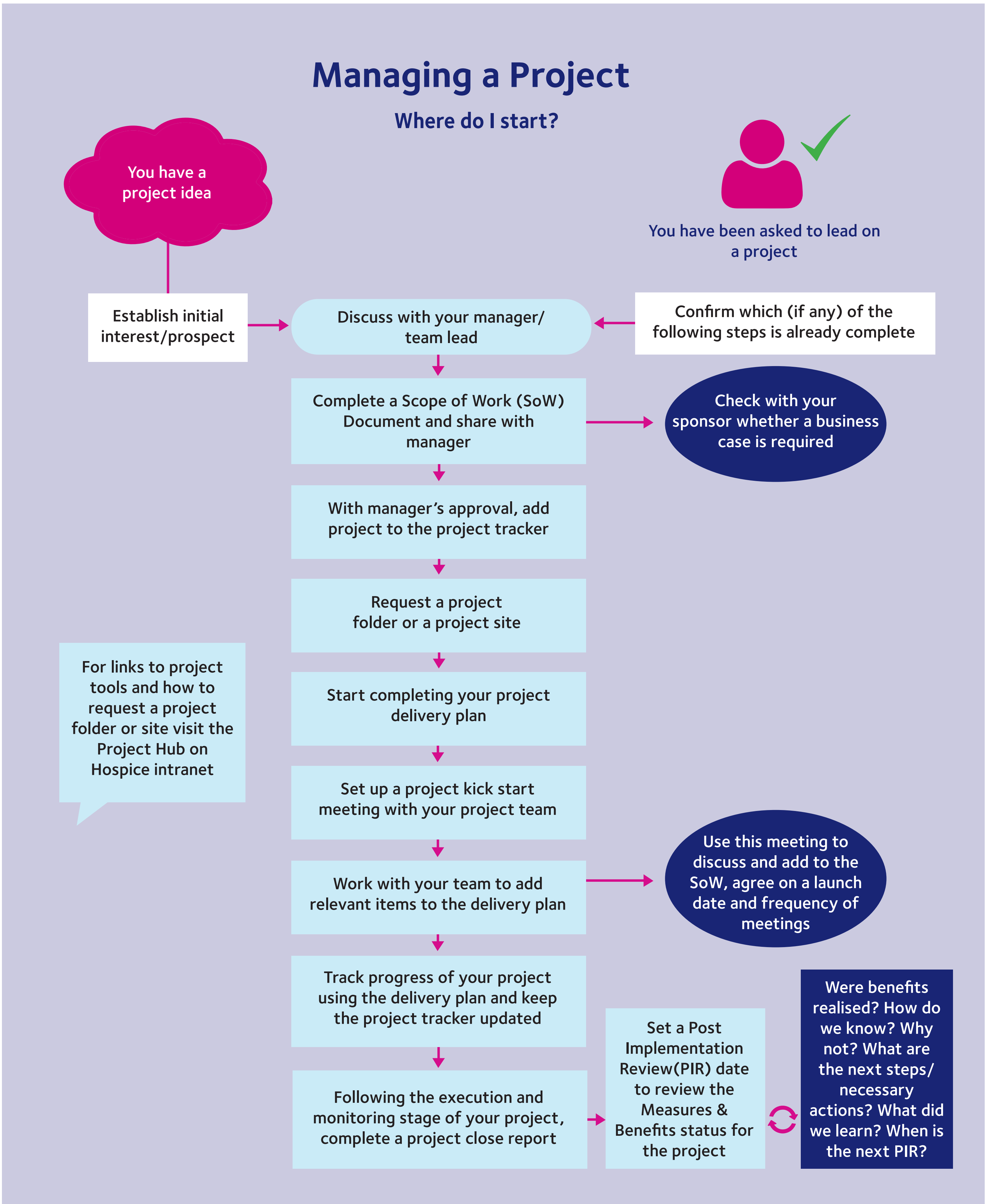
“As this was quite a big project, having a digital project plan in one place, which everyone could access, made a big difference and enabled us to work much more cohesively as a team, managing risks effectively but progressing efficiently.” – Sarah

What’s next?

The approach has been used for large strategic and small tactical projects. We have begun work on defining evaluation metrics that will measure the impact of introducing a methodology to all projects within the organisation.

Method

In 2023, we implemented the new methodology, which was introduced to managers:



Components of our approach

¹ Görg M. A broader approach to organisational project management maturity assessment. International Journal of Project Management [Internet]. 2016 Nov;34(8):1658–69. Available from: <https://www.sciencedirect.com/science/article/abs/pii/S0263786316300862>