

## Healthcare case study Chapter 7 Challenge

### Challenge

You are aware of increasing tensions between your project team and the vendor team members who supply expertise on the cancer ward scheduling system. The friction appears to be the cause of the vendor team missing the deadline for delivering specifications to your project team for connecting the Brisland Hospital and government cancer ward scheduling systems.

This missed deadline will impact your project deadline because there is little scheduling slack in this part of your schedule. As a result, you need to intervene. What actions should you take to address this team relationship problem?

### Solution

A conversation involving you (as the project manager), your team members, and the cancer ward vendor team is necessary. Given the importance of solving this issue, a face-to-face meeting or online video conference would be ideal. Seeing each other enhances the ability to develop and reinforce positive relationships.

The priorities for this meeting are to confirm that everyone understands:

- The detailed business objectives of integrating the government cancer ward scheduling system with the Brisland Hospital scheduling system
- The equipment in use at Brisland Hospital and the possibilities and costs of changing that equipment, if needed, to facilitate connection with the cancer ward system
- The obstacles or difficulties both teams appear to have in sharing information, specifications, and requirements for integrating the two systems
- The obstacles or inhibitors preventing the two teams from providing what is expected of them
- The steps, information, and support required to resolve the situation