



Operational Readiness

Deliver uninterrupted, top-quality patient care from Day One.

Building or relocating to a new facility may be one of the biggest, most complex projects your hospital or healthcare centre ever undertakes. While the construction itself is important, you also need to be sure everything will be fully operational on Day One — so your staff can perform their jobs effectively and your community gets the care it needs.

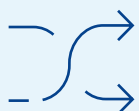
To avoid service disruptions, operational readiness should be a critical part of your project right from the start. With our professionals by your side, you benefit from expertise, experience and focus that can be hard to come by in-house, saving you both time and money as you prepare for your transition.



Project
Leaders

You've started your project. Will you be ready to assume operations?

Completing your construction or redevelopment project successfully depends on having the right people, assets, processes and programs in place, ready to assume operations on Day One. We can help.



Transition planning

Our experts help you map out the 4 Ws — who, what, when and where — that need to be considered as you construct and move into your new space. That includes:

- Making a plan for moving people, programs and equipment to a temporary space (if needed) and to your new permanent space
- Detailing how the transition will happen via a phasing plan that integrates requirements from multiple stakeholders
- Assessing your transition budget and staffing capacity, and identifying the equipment/supplies needed to support your transition to day-to-day operations
- Implementing a communications strategy to ensure your full team is on the same page



Readiness workplans

Your workplan ensures every detail is covered, outlining what has to be done and who will do it as your first day of operation approaches. We help you with:

- Project management, workplan development, advisory and oversight
- Project scheduling, risk assessments and responsibility assignment (RACI) matrix
- Workplan monitoring with a dashboard for reporting and tracking progress
- Workflow assessment and change management
- Set-up and activation of your new space so it is ready for operations



Training and orientation

Opening a new facility requires teams to adjust to new spaces, workflows, systems and technologies. Training helps smooth the transition. Our experts will:

- Help you develop a training and orientation plan for the program areas likely to change the most, identifying who needs training and what they need to be trained on, such as “day-in-the-life” exercises
- Coordinate training schedules and materials requirements with the external vendors or internal staff who will lead the training
- Manage the implementation of training for staff, providers and volunteers



Move management

Moving day is the culmination of everything you've worked toward, so it needs to be perfectly planned and coordinated. We can help realize your Day One vision by:

- Preparing a “countdown to moving day” schedule that identifies the activities required in the months and weeks ahead of your move
- Developing the ideal move-in sequence based on program-specific activation plans
- Planning and supporting the ramp-down and ramp-up of programs and services before and after moving day
- Providing on-site management of movers





How we make your transition easier

Our team has helped hundreds of healthcare organizations across Canada open new facilities successfully. Through that experience and insight, we've developed a structured, rigorous Operational Readiness process that can benefit organizations of any size.

Seeing the big picture

Operational readiness is not a discovery process for our team. We bring expert knowledge acquired through first-hand experience into what works and what doesn't – in planning and in real-world applications. We provide the perspective and time your internal staff may not have, considering their other daily responsibilities. Combining that big-picture view with our details-focused approach ensures nothing is overlooked.

Managing and mitigating risks

Proper planning is essential to ensuring service disruptions and operational downtime are minimized or eliminated entirely on Day One. With our experts to guide you through the entire process, you mitigate risks to your reputation and to the people you serve – hitting every key milestone along the way.

Saving time and money

Because we've worked on many similar projects over the years, we can deliver workplans, assessments and schedules quickly, efficiently, and cost-effectively. Enlisting our team to manage one of your most important projects is a high-value, low-cost investment — typically coming in at less than 1% of your overall construction budget.

Who is this service for?

Our Operational Readiness services are ideal for:

- Large-scale healthcare capital projects or redevelopments that dramatically transform operations
- Complex projects with multiple phases and many interdependencies
- Projects affecting mission-critical services with high risks to safety or revenue

When should you start?

It's never too late to add operational readiness to your project plan.

For large-scale projects, we recommend clients engage with our team during the pre-design or design stages — ideally 18 to 24 months before substantial completion. Engage us early in your process to gain optimum value.

National presence, local focus.

30

offices across
Canada

ISO

9001:2015

250+

PMP-accredited staff

99%

on-time project delivery

15,000+

public- and private-
sector projects

1

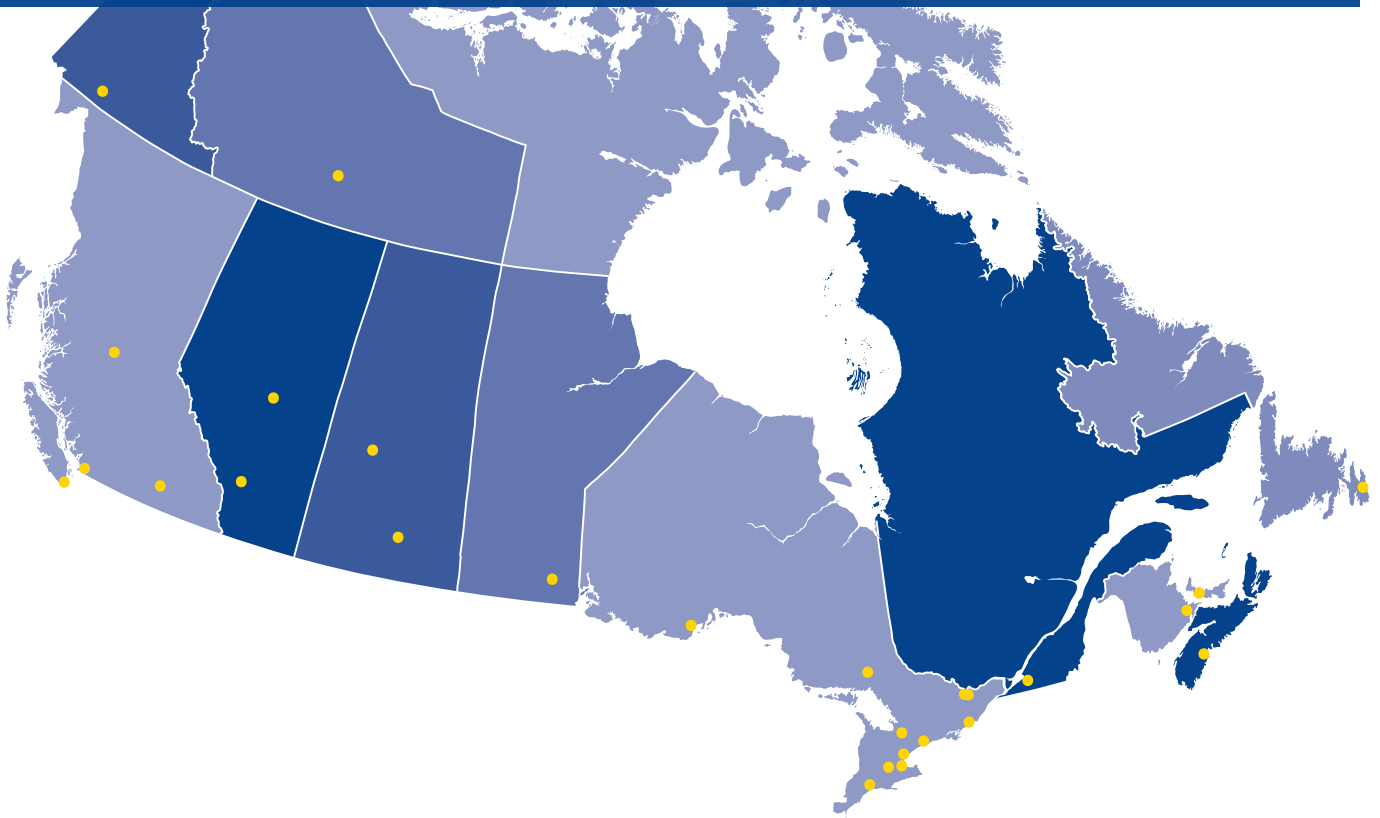
local point of contact and a
network of specialists for support

30+

years experience

100s

of hospital, long-term
care and community
health projects



Colliers Project Leaders is a leading Canadian building and infrastructure project delivery solution provider. Together with parent company Colliers, we provide integrated and strategic solutions for program and project leadership via a family of diversified professional services.

With 30 offices across Canada, our multidisciplinary team of project management and advisory professionals offers unparalleled depth and expertise to capital projects. Colliers Project Leaders has completed more than 15,000 projects to date, deploying our proprietary tools and techniques to ensure success for our clients.

Learn more at colliersprojectleaders.com.



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