THE CUSTOMER

QHR Technologies (QHR) provides software solutions for healthcare professionals and patients. Its AccuroEMR, Medeo and FreedomRx products are used by over 16,000 health professionals (25% of Canada's medical record market).

Industry: Health Care Technology
Staff: 400+ people
Location: Kelowna, Canada
Timeline: Nov-Dec 2020

> "**This engagement allowed us to bridge our Mission statement to something more tangible that inspires our Team to make the right decision while doing their day to day work.** *President*"

THE CHALLENGE

- Executives want to empower Directors and Managers to manage the prioritization of their initiatives
- Bridging leaderships strategy and targets to inspire specific team deliverables
- Looking for transparency, alignment, and a clear understanding on key objectives and where to focus
- Objectives and Key Results (OKRs) are desired to expand across the organization
- Executives are aligned on corporate objectives, but need guidance to roll-out OKR company wide

THE SOLUTION

- Aligned Executives on Corporate OKRs and defined the initial roll-out plan (Executive OKR Workshop)
- Worked with all Leaders implementing an OKR framework within their departments
- Took a three-pronged approach to get Leaders ready to begin their OKR change initiative:
    - Introduced core OKR concepts through our training course (Introduction to OKR Training)
    - Helped develop critical foundational OKRs (Leadership OKR Workshop)
    - Coached and trained skills needed to lead their department OKR (Facilitating an OKR Training)

> "**Coming out of the sessions, I felt that IncrementOne listened to our needs and personalized the workshops to us, kept everyone focused and moving toward getting what we wanted from it.**
> *Senior Director of Product Development*"

WHAT ISSUES WERE YOU TRYING TO SOLVE WHEN ENGAGING INCREMENTONE?

QHR has been in operation for 17 years and is currently the market leader. The company has recently doubled in size, and is looking for a way to empower our teams to make better prioritization decisions as they choose the initiatives that connect to our overall strategy.

WHAT HAVE YOU BEEN ABLE TO ACHIEVE SINCE ENGAGING INCREMENTONE?

We have a clearer set of objectives that drive our overall strategy. Our objectives are more specific than anything we've had in the past, which has enabled department heads to implement a more measured direction with their teams. Despite being a very metrics driven organization, our targets were largely annual targets in line with budget seasons. The new objective framework has forced us to create and track quarterly metrics, which allows us to be more agile and iterative. We can spot early on what's working and not working as opposed to a big number that we have to hit be the end of the year. Instead, we can choose to adapt the objectives, get rid of them, or stay the course.

> **I found the team at IncrementOne to be knowledgeable and well prepared. Over the course of a few working sessions, our team gained a solid working knowledge of Objectives and Key Results, allowing us to kick-start our own OKR journey.** *Director of Product Operations*

WHAT MADE INCREMENTONE SOLUTIONS STAND OUT FROM OTHER OPTIONS?

The consultants were very well-rounded, organized, and very prepared. They conducted the sessions virtually, and they brought some excellent online collaboration tools that made it quite effective in helping us understand theory behind OKR, but also practical experience that went well beyond theory.

WHAT HAS EXCEEDED YOUR EXPECTATIONS SINCE WORKING WITH US?

We got the full attention of the team and the consultants. They were constantly checking in to ensure that we were getting what we paid for and more. They not only preach agility but demonstrate it by taking our feedback and adapting the approach into the next day sessions, delivering on the objective to have a happy customer.

WHAT WOULD YOU TELL SOMEONE WHO'S CONSIDERING OUR BUSINESS?

I would recommend IncrementOne for any organization that's looking to either begin an OKR process or advance their existing OKR process. They are a group that can help get you started and really dive in. Make sure you come ready to work, not just ready to listen. Expect the sessions to be very, very hands-on.