

# HealthLinx Case Reports

Case Report #4133

## Leadership Excellence Project: Director Care Management

*Community hospital 300+ beds achieves nearly \$3 Million Positive Financial Impact in 154 days  
Permanent Leader Acquisition Project Turnaround Time to Leader Start 151 days*

### Case Overview

**Facility Overview:** Community hospital with 300+ beds

**Case Presentation:** Leadership gap for this position was 598 days prior to partnership with HealthLinx. During this time the patient length of stay escalated as high as 5.85 days, resulting in Emergency Department throughput issues, boarding hours, and inappropriate admissions.

**Outcome:** Targeted deliverables achieved in 5 months

### Aim/Client Goals for Engagement

HealthLinx' aim was to provide an immediate leadership solution to a high risk area and achieve mutually agreed upon goals. In addition we would identify the permanent leader and provide a seamless handoff between the transitional and permanent leader.

HealthLinx always does a diagnostic assessment, sets realistic expectations, and then utilizes its proven processes and best practices. Utilizing this highly prescriptive process, all levels of the organization were engaged to develop and then execute the transformational plan.

Client Project Goals	
1.	Acquisition of a permanent leader based on a customized leader profile
2.	Decrease patient length of stay
3.	Decrease readmission index by 2 points

### Changes Hardwired

1. Implemented case management in the Emergency Department
2. Multidisciplinary teams formed to address pneumonia prevention and heart failure readmissions
3. Staff educated, cross trained and acquiring certification

### Process

Following an initial conversation with the client organization, The HealthLinx Outcome Leadership Excellence Process was implemented. The process is designed to:

- Immediately improve the position's leadership and performance
- Stabilize the position to achieve longer-term goals
- Prepare the position for a sustainable Permanent Leader (PL)
- Acquire the PL for long-term position leadership and performance
- Coordinate the departure of the Transitional Leader (TL) and on-boarding of the PL

### Measureable Outcomes

	Baseline*	Outcome	Financial Impact
<i>Quantified Financial Impact from Key Deliverables</i>			
Decrease LOS	5.1	4.39	\$2,882,805
Readmission		down	2 points

*\*Baseline – Rolling 12 months preceding HealthLinx Engagement*

# HealthLinx Case Reports

## Key Takeaways/Lessons Learned

1. Effective leaders at all levels produce quality and financial impact for organizations
2. Hardwiring best practice consistently produces desired outcomes

## Project Timeline

Scope and location negatively affected the position's marketability. Leaders' desire to be in the area prevented any delay due to desirability. The assessment and plan for a permanent leader was not approved for 11 days due to misalignment of key riskholders .

