

HealthLinx Case Reports

Case Report #3915

Transitional Leadership (TL5) Project: Director of Women’s Services

Community hospital achieves \$231,000 Positive Financial Impact

Case Overview

Facility Overview: Community hospital with 350+ beds and 1200 deliveries annually

Case Presentation: Frequent leadership turnover (5 leaders in 5 years), previous leader had a punitive style, increasing staff turnover, old model of care delivery and staff resistance to change

Outcome: Targeted deliverables achieved in 10 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 resulting in improved outcomes. In addition, we would provide a seamless handoff between the Transitional Leader and the identified Permanent Leader.

Client Project Goals
1. Acquisition of a Permanent Leader by the facility
2. Implement couplet care
3. Improve employee engagement
4. Decrease staff turnover

Process

Following an initial conversation with the client organization, The HealthLinx Outcome Driven Deliverables Process was implemented as part of the Transitional Leadership (TL5) project.

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

Changes Hardwired

1. Implemented couplet care
2. Monthly staff meetings, daily huddles, daily leader rounding
3. Met weekly with department chair, rounded on physicians weekly

Measurable Outcomes

	Baseline*	Outcome	Financial Impact
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Quantified Financial Impact from Key Deliverables

Couplet Care			\$230,961
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Other Measurable Impact from Key Initiatives

Elective deliveries 0 for project
Staff demonstrated accountability and physician relationships improved

**Baseline – Rolling 12 months preceding HealthLinx Engagement*