

HealthLinx Case Reports

Case Report # 4233

Permanent Leadership Acquisition Project (PL120): Oncology Nurse Manager

Project Turnaround Time from Diagnostic Assessment to Leader Start 67 days.

Case Overview

Facility Overview: 400+ bed, not-for-profit, faith-based organization; community hospital.

Case Presentation: Department contains a 30-bed Oncology, Hospice, Palliative care and Medical Surgical unit; Frequent leadership turnover, approximately 10 leaders within past 8-10 years; slippage in quality metrics around CAUTI, CLABSI, and HAPU, leading to Joint Commission Complaint; Challenges around teamwork, patient satisfaction, and the need for improved education on best practices.

Outcome: Targeted outcome of acquiring Permanent Leader was achieved in 67 days with a set timeline goal of 120 days.

Aim / Client Goals for Engagement

HealthLinx' aim was to utilize a project management solution designed to manage the Big Four Threats to SuccessSM in order to acquire a Permanent Leader within a defined timeline, and ultimately to improve outcomes.

Client Project Goals

1. Acquisition of a Permanent Leader based on a customized leader profile
2. Create a plan for corrective action– based on The Joint Commission complaint
3. Minimize HAPU

Key Takeaways / Lessons Learned

1. Position desirability (lateral move): This position was seen as a lateral move due to the nurse manager title and scope. We worked with the team to discuss further growth potential and to ensure the compensation was appropriate for leaders to help overcome this obstacle.
2. Position desirability (state of the unit): The current state of the unit was a potential threat due to the large amount of staff and leadership turnover. There was also a concern about clinical competencies.
3. Riskholder alignment: A threat of misalignment arose during the Diagnostic Assessment. HealthLinx worked with the organization to gain alignment through meetings with the other riskholder. This helped to achieve faster turnaround time for the project.

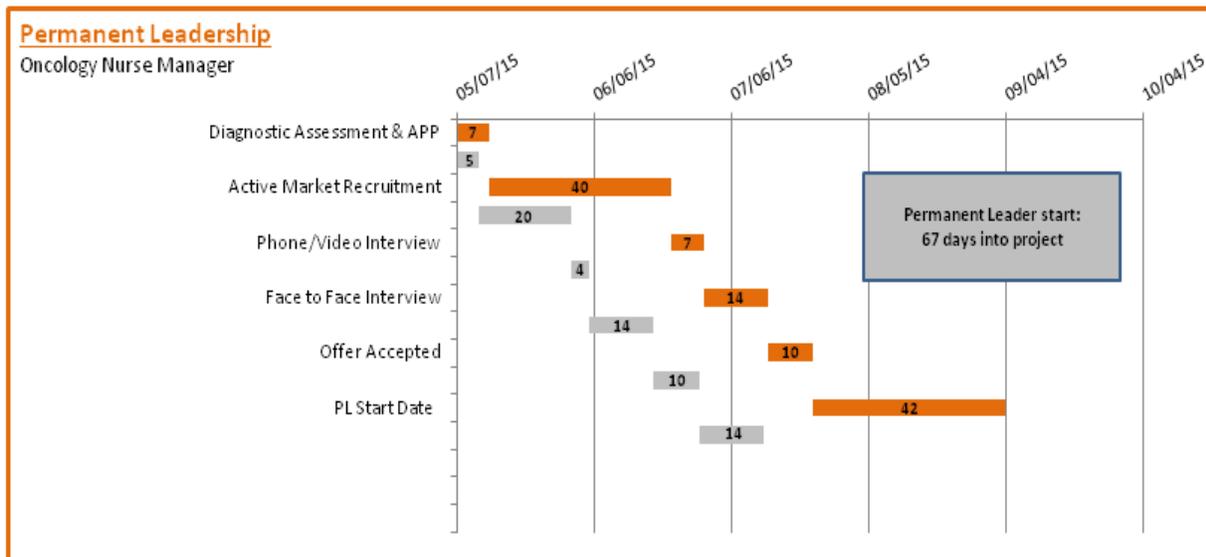
Process

Following an initial conversation with the client, the HealthLinx Permanent Leadership Acquisition Process (PL120) was implemented to remove existing threats and acquire a quality Permanent Leader within 120 days. 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 project plan.

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Project Timeline

HealthLinx and the organization worked proactively to mitigate desirability and align threats that arose during the process. Due to this up-front work, we were able to identify a leader, move through the process quickly and onboard them within 67 days.



	120 days - Best Practice Timeline
	67 days - Actual/Revised Timeline