

Case Report #4302

Permanent Leadership Acquisition Project (PL120): Administrative Director, Surgical Services
Project Turnaround Time from Diagnostic Assessment to Leader Start 96 days

Case Overview

Facility Overview: 350+ bed, not-for-profit hospital. 7,500 OR cases annually

Case Presentation: History of unstable leadership, disengaged staff, multiple RN openings as tenured staff are resigning. Financial threats due to inaccurate billing and reduced case volume as a result from scheduling inefficiencies. Rural location may be undesirable to most leaders.

Outcome: Big 4 Threats mitigated. Targeted outcome was to acquire permanent leader within agreed upon timeline of 120 days; this was achieved in 96 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.

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.

Client Project Goals	
1.	Acquisition of a Permanent Leader based on a customized leader profile
2.	Identify and prioritize key initiatives to propel the division forward in providing excellent care and service to patients and surgeons.
3.	Improve employee engagement
4.	Improve key metrics: First case start time, Turn-around time, block time utilization per surgeon, patient experience
5.	One year: Improve compliance with budgetary responsibilities, make recommendation for OR EMR

Key Takeaways / Lessons Learned

1. The Diagnostic Assessment is the most important part of the entire project. The identification of issues that could interfere with or derail the project plan are documented and addressed at the inception of the project to prevent unresolved issues from negatively impacting the success of a new leader.
2. The organization’s willingness to increase salary and create a hospitable welcoming environment for a prospective leader interviewing helped attract and ultimately acquire the best leader for the position in the shortest timeframe.
3. HealthLinx found a leader with roots to the community using its proven, best-in-class process for leader sourcing. On their own, the organization and the leader would have struggled to find one another, and time as well as money wasted.

Process

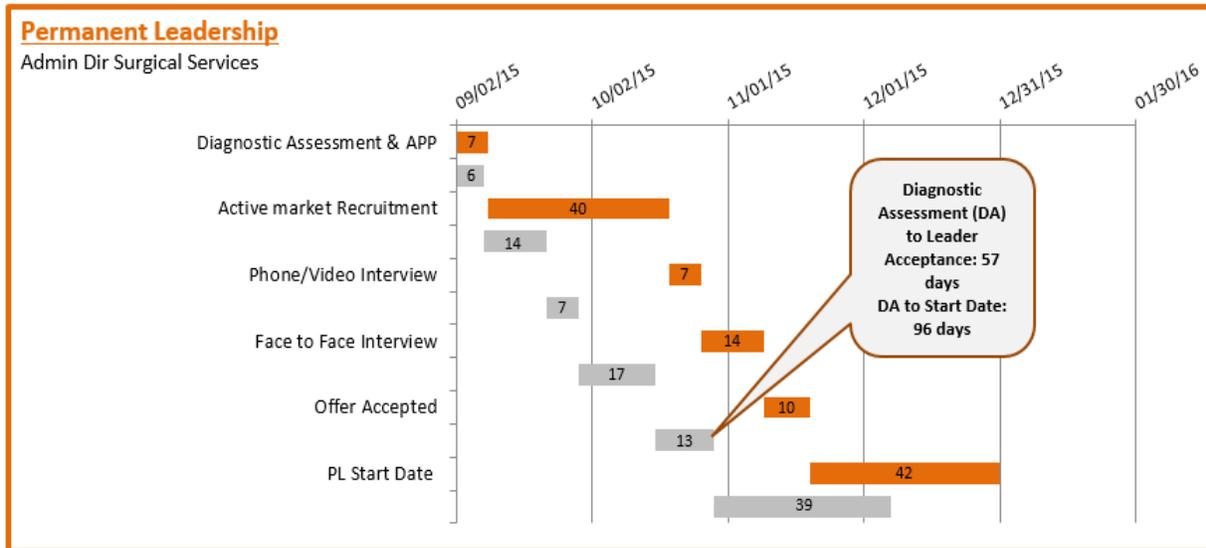
Following an initial conversation with the client, the HealthLinx Permanent Leadership Acquisition Process (PL120) was implemented in order to remove existing threats and acquire a quality permanent leader within 120

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Project Timeline

From Diagnostic Assessment (Day 1) to newly hired leader signing offer of acceptance was 57 days (our best practice is 78 days). The leader was located in the first week of active market recruitment through HealthLinX proactive recruitment process.

Diagnostic Assessment to Leader Start was 96 days (best practice is 120 days). HealthLinX stayed in close contact with the new leader to assure that licensure was obtained, new employee onboarding scheduled, and family move to the area was coordinated to the satisfaction of the leader and client. The process was seamless and finished 24 days ahead of schedule.



	Best Practice Timeline
	Actual/Revised Timeline

Client Testimonial / Feedback

The process works so well that HealthLinX has been re-engaged to manage additional Leadership projects.