

Project Turnaround Time of **66 days** from **Diagnostic Assessment to Leader Start**

Background

Facility Overview: 400+ bed acute care teaching hospital located in a small, growing, Southern community.

Case Presentation: Long term vacancy compounded by high turnover and staff unrest and distrust of administration.

Outcome: Big 4 Threats mitigated. The project concluded 10 days early and the client realized a financial savings.

Process

Following an initial conversation with the client, the HealthLinx Permanent Leadership Acquisition Process (PLI20) was implemented in order 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.

Aim/Purpose

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

1. Acquisition of a Permanent Leader based on a customized leader profile.

“The Diagnostic Assessment was so valuable as it is much harder to know an organizational pulse without being in it. The HealthLinx VP was thorough in every way, setting expectations on how long it should take. Nothing was left to chance. The HealthLinx VP, in particular, was highly impressive. This VP couldn't have been a better fit.” ~Hiring Executive

Outcomes

Our Diagnostic Assessment is designed to build the customized leader profile that guides our search. Our Project Management Executives, Senior Leadership Consultants & Representatives have years of experience acquiring qualified leaders.

Lessons Learned:

Prior leader was there a very short time which increased the risk of staff acceptance. Assured that staff had a voice in the Diagnostic Assessment for what they were looking for in a permanent leader.

Location: When a hospital is located in an area of the country that is more remote, this desirability threat must be mitigated. A leader, in many respects, needs to have a personal or emotional connection to the community, in order to stay in the conversation about the leadership opportunity.

The Hiring Authority was open to an experienced Nurse Leader who was ready for a first Director position. This willingness to look at leadership potential and emotional intelligence was key to the success of this leader acquisition.

A Hiring Authority and HealthLinx VP are partners for a successful project. Constant communication is a must.

The on-site Diagnostic Assessment is essential to accurately representing the organization to a leader so that they have a good understanding of the expectations in the first year. In the same way, any presented leader is a match to the organization, already committed to the journey, and looking forward to pursuing the opportunity.

Project Timeline

This was the first project with this organization. Setting expectations and seeking agreement for successful project completion was job one with the launch of the project. The Hiring Authority for this project was engaged from the very beginning and served as an advocate within the organization to select the presented leader. The selected leader was sourced within the first month. This leader was exactly who the organization needed. When Human Resources wanted a comparison candidate, the Hiring Authority affirmed the HealthLinx process asserting that HealthLinx had, in fact, already vetted out the comparison candidates. Leader presentation to video interview through on-site interview was 16 days (best practice 21 days). Offer acceptance was extended due to working through the Compensation and development of offer letter. Subsequent projects with this client has accelerated that process. The time from acceptance to first day on the job was impacted by timing due to a family Wedding and move to the community. The leader is successful in the role and is making a difference every day! The organization realized a financial savings of greater than \$6,000 due to effective project management.