

Project Turnaround Time of 96 days from Diagnostic Assessment to Leader Start

Background

Facility Overview: Pathway to Excellence-designated, not-for-profit, 325-bed teaching hospital with Family Practice Resident Program.

Case Presentation: 2,000 births annually, recent legal settlements, poor communication between nurses and physicians, unprofessional behaviors from staff, and quality risks.

Outcome: Acquisition of a qualified Permanent Leader hire into a middle management-level leadership role within 96 Days.

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 SuccessSM 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, who could successfully accomplish the below goals.
2. Develop trusting interpersonal relationships and cultivate teambuilding and engagement among Labor & Delivery staff and physicians.
3. Continued implementation and execution of OB Perinatal Committee Action Plan.

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:

Leadership vacancy was filled with an Interim Leader (outside HealthLinx) for > 1 year as Facility Talent Acquisition struggled to source/recruit a qualified Leader into a middle management-level role.

Decision to partner with HealthLinx for Permanent Leader Acquisition after experiencing great success with HealthLinx process that transitioned a leader into their Women's Services Director role in 63 days.

Strong project partnership in which client had a thorough understanding of, and fully supported, the HealthLinx process, facilitating the timely acquisition of a Permanent Leader hire and start date while navigating a busy holiday season.

Client interviewed one leader (full match to the customized leader profile), and moved to Permanent Leader offer enabling a quick transition, onboarding, and Permanent Leader start date at day 96 from project start date.

Project Timeline

Permanent Leader sourced, vetted, and transitioned into the Labor & Delivery Nurse Manager role 96 days from project start date and ahead of Best Practice Timeline of 120 days, resulting in an overall project cost savings for the client.

