

2023

# LEADERSHIP WEBINAR SERIES

**Mar 15:** The Power of Now: Rapid Impact Strategic Growth

**Apr 25:** Stop Admiring Your Problems & Start Growing

**May 10:** Disrupt Yourself: The Strategic Growth Imperative

**Aug 9:** Amplify Your Customer Activation Strategy

**Sept 13:** The Power of Data to Drive Strategic Growth

**Oct 18:** Build Your Strategic Growth Dream Team

**Dec 6:** That's a Wrap! 2023 Strategies that Worked

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**TILLER**  **HEWITT**™  
HEALTHCARE STRATEGIES



# LEADERSHIP WEBINAR SERIES

EVERYONE WINS WHEN THE LEADER GETS BETTER!



Tammy Tiller-Hewitt

CEO  
Tiller-Hewitt  
HealthCare Strategies



William Mahoney

President  
Cox Medical Center  
Branson



Diane Maas

Chief Strategy &  
Digital Growth Officer  
Beacon Health

## Stop Admiring Your Problems & Start Growing

*How to Strategically Overcome Access, Capacity &  
Resource Challenges*

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HEALTHCARE STRATEGIES





# GrowthStrategies<sup>+</sup>

ASSESSMENT, DEVELOPMENT & IMPLEMENTATION

Hospitals<sup>+</sup> Healthcare Systems<sup>+</sup> Physician Organizations

Operational Assessments – Strategic Growth Planning – Process Improvement

Service Line & Specialty Growth Development & Implementation

Network Optimization – Physician Engagement – Rapid Impact Strategic Growth Solution



## PhysicianIntegration<sup>+</sup>

RAPID RAMP UP & LONG-TERM RETENTION

Physician & APP Integration

Robust Onboarding/Navigation

Mentorship Program

Family/Community Integration

**CASE STUDIES & SOLUTIONS  
IN APPENDIX**

## LiaisonProgram<sup>+</sup>

ASSESSMENT, DEVELOPMENT & IMPLEMENTATION

Business Development & Physician Liaison

- Program Assessment
- Program Redevelopment
- Program Development & Implementation
- Corporate & Public Training Programs

**LiaisonTraining<sup>+</sup>**

ON-SITE & VIRTUAL CONSULTATIVE SALES

**LeaderTraining<sup>+</sup>**

A COURSE THAT WILL DIFFERENTIATE YOU

## TrackerPLUS<sup>+</sup>

INTELLIGENCE & PRM PLATFORM

PRM Tracking Software

Market Intelligence

Referral Data Management

Issue Resolution Tracking



**DEMO**

**TILLER + HEWITT**™  
HEALTHCARE STRATEGIES

LOOKING THROUGH  
**THE LEADERSHIP LENS**  
**PODCAST**

LEARNING FROM THE LEADERS OF  
Yesterday | **Today** | Tomorrow



Amazon Audible



Apple



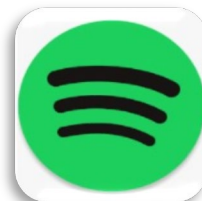
Google



Podbean



Spotify



Stitcher



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# 2023 Virtual Workshops

## Physician Liaison Training

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**3-Day Workshops**

**Feb. 7-9 | May 16-18**

**Aug. 15-17 | Oct. 24-26**

Comprehensive consultative sales training with live instruction, videos, role-playing and interactive exercises. You'll gain practical, proven techniques for immediate application.

[tillerhewitt.com/virtualtraining](https://tillerhewitt.com/virtualtraining)

## Liaison Team Leaders

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**2-Day Workshops**

**April 18-19 | November 7-8**

A workshop for Leaders or Aspiring Leaders of Outreach and Liaison Teams. This workshop provides proven techniques and tools to hire, train and lead a successful team of professionals.

[tillerhewitt.com/managertraining](https://tillerhewitt.com/managertraining)

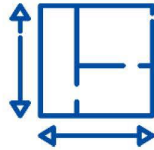


## Real Estate Asset Profile



**81**

Total Locations



**561,022**

Square Feet

### Analyzed Ambulatory Profile



**76\***

Locations



**393\***

Providers



**101\***

Clinics



**734\***

Exam Rooms

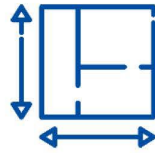
\* Total number analyzed. Excludes PT/OT.

Hospitals



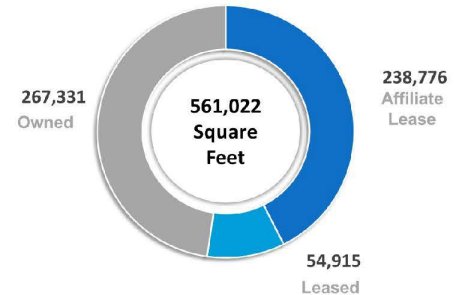
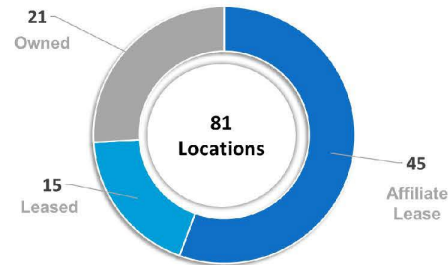
**5**

Locations



**818**

Beds



## Real Estate Inputs (50%)

- Visibility/Signage
- Demographics
- Physical Appearance
- Access/Parking

## Operational Inputs (50%)

- New Patient Lag Time
- New Patients Percentage
- Room Utilization

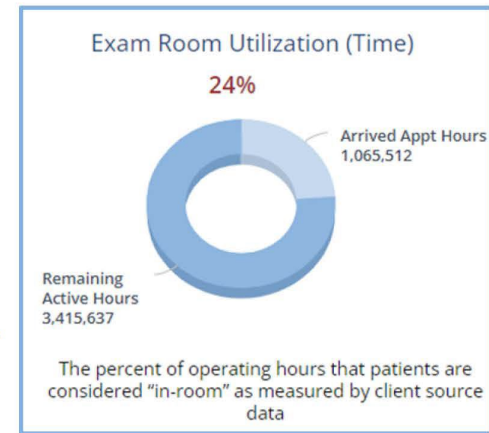
### Grading Scale Example

- Sites scoring 80-100 less receive the highest rating and color assignment **(Green)**
- Sites scoring 60-79 receive the middle rating and color assignment **(Yellow)**
- Sites scoring 59 or less receive the lowest rating and color assignment **(Red)**

### Clinic Score



Each location will have an overall score, the use of existing space will also be measured by tracking the time used seeing patients in exam & procedure rooms

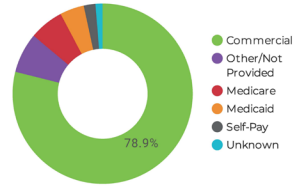


$$Utilization = \frac{(Arrived\ Appts. \times Duration\ Avg.)}{Available\ Appt.\ Hours}$$

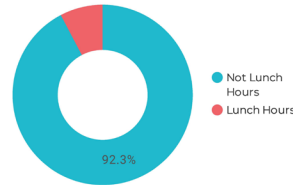


## Scheduled bookings since 1/1/2022

### Self-Reported Insurance

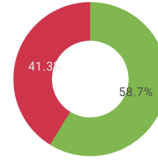


### Booked During Lunch Hours (12-1)?



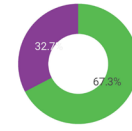
### Booking Time & Booking Day-of-the-Week

Overall Booked inside/outside normal operating hours



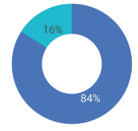
Normal Hours Outside Normal Operating Hours

Booked inside/outside 8-5



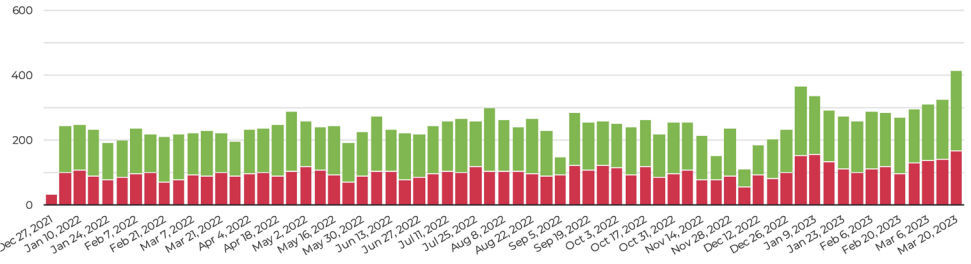
8-5 Outside 8-5

Booked Mon-Friday/Weekend



Mon-Fri Weekend

### By week start date (Monday)



### Bookings by Provider, Office & Visit Type

PROVIDER_NAME	#
KELLEY MD, KATHLEEN M	851
GERARDOT MD, JOHNNY L	459
MCAFEE MD, ANDREW C	429
KEULTJES NP, EVELIN C	405
TACK MD, OLIVIA G	372
<b>Grand total</b>	<b>15,855</b>

1 - 100 / 185 < >

Office	#
Beacon Medical Group Ireland Road	2,589
Beacon Medical Group Main Street	2,177
Beacon Medical Group Elkhart East	1,182
Beacon Medical Group Schwartz - Wie...	1,167
Beacon Medical Group Specialists Main...	1,157
<b>Grand total</b>	<b>15,855</b>

1 - 43 / 43 < >

VISIT_TYPE	#
FM Office Visit	3,687
FM New Patient	1,975
FM Physical Exam	1,867
DERM Consultation	1,678
FM Acute Visit	1,199
<b>Grand total</b>	<b>15,855</b>

1 - 54 / 54 < >

Overall BMG New Patient Growth % :

2018: 11%

2019: 11%

% of **NEW Pt.** online appts. :

32%



# CONTROL & POSITION OF STRENGTH



- Must get prepared mentally before you come to work ( rest, exercise, mental stillness)
- Have a purpose each day. What you must focus on!
- Realize as the hospital - you are the trusted community brand. Now enhance it with actions. Action creates ideas.
- **Culture** - do what you used to do. Get out amongst the team.
  - Midnight shift serve food.
  - Talk to the docs and patients.
  - Goal: People need to feel the culture and that is your job as a leader!



# PURPOSEFUL ACTIONS



- Keep your quality front and center
- Review and update your strategic direction with docs. “Medical Expertise”
- Don't let Becker's be your message
- Maximize Financial Opportunities
  - Call RX companies - discounts, maximize Medicare monies - CCM, physicals, lung screenings, scopes;
  - look at referral leakage;
  - call payors to request better rates – have a plan, not ideas
  - look to other GPOs, work your foundation- 100 percent return
  - FEMA grants- worth it;
  - make sure you have labor productivity standards)



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## Panelist Bios





# Diane Maas

Chief Strategy & Digital Growth Officer  
Beacon Health System  
South Bend, IN

As Beacon Health System's Chief Strategy & Digital Growth Officer, Diane successfully navigates today's complex health environment focusing on managed care, value-based care, strategy, risk, growth and digital transformation.

Diane has 39 years of health care experience, 33 of those years on the provider side and six of them on the payor side which gives her a unique perspective on the challenges facing health care today.

Diane leads two of the six strategies for the Health System - Smart Growth and Consumer Driven Culture. Both strategies ensure that future models of health care are designed around the consumer to provide care that is frictionless, seamless, personalized and are in the right location to meet the needs of the consumer.

Diane earned her undergraduate degree in Marketing and Management from Loras College in Dubuque, Iowa in 1984 and her Master's degree in Health Administration from the University of Notre Dame in 1990.

Diane currently serves as a board member for Teachers Credit Union, Teachers Credit Union Foundation, Managed Health Services, and South Bend Specialty Surgery Center.



# William Mahoney, FACHE

President Cox Medical Center Branson

Sr. Vice President of CoxHealth's Community Hospital Group

William Mahoney, who has more than 26 years of leadership experience in rural hospitals, began his tenure as President and Chief Executive Officer at Skaggs Regional Medical Center in January of 2010. He led efforts to find a strategic partner for the 159-bed facility to keep it relevant in the changing landscape of healthcare, and in 2013, Skaggs became a subsidiary of CoxHealth. In addition to his role at Cox Medical Center Branson, William became the Senior Vice President of the system's Community Hospital Group (CHG) in 2018. This position oversees CoxHealth's three rural hospitals: Cox Medical Center Branson, Cox Barton County Hospital and Cox Monett Hospital and system ancillary departments.

Before joining the hospital in Branson, William proudly served his country as a United States Marine, later earning his Bachelor's degree in Health Services Management from the University of Illinois and a Master's degree in Healthcare Administration from the University of Missouri. William served for five-and-a-half years as President and Chief Executive Officer of Labette Health, a 109-bed county-owned acute care hospital in Parsons, Kansas. Prior to this, he worked six years as President and Chief Executive Officer of Wamego City Hospital, a 25-bed critical access hospital in Wamego, Kansas.

William has served on numerous state and local boards, including the Branson Chamber of Commerce and CVB board, hospital association boards in Kansas and Missouri, RBP 6 board, Skaggs Foundation Board, and the Taney County Poverty Commission board. An informative, engaging and energetic speaker, William regularly speaks to colleges and private businesses on servant leadership, employee engagement and healthcare. When he is not working to innovate rural hospitals, he enjoys spending time with his wife, Tammy, their ten children and nine grandchildren.



# Tammy Tiller-Hewitt FACHE

CEO

Tiller-Hewitt HealthCare Strategies

St. Louis, MO

Speaker, Amazon #1 Best Selling Author and Industry Leader in strategic market share growth, Tammy Tiller-Hewitt is the founder, president and chief executive officer of Tiller-Hewitt HealthCare Strategies, a leading healthcare solutions company that specializes in rapid strategic growth, physician engagement, new provider integration for rapid ramp-up and long-term retention, results-oriented professional sales and outreach team development.

Tiller-Hewitt is a Fellow of the American College of Healthcare Executives, the nation's leading professional society for healthcare leaders. She is also a board member of the Mid-America Healthcare Executives Forum, receiving the 2021 ACHE Recognition Award for her professional contribution to healthcare management excellence through volunteer service to ACHE.

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## Solutions Appendix



## Strategic Growth Readiness Assessment | Maximize Rapid Impact & Results

Tiller-Hewitt Healthcare Strategies has built the industry-leading process for assessing, developing and implementing successful, strategic growth programs. Our team delivers the data, structure and resources to generate strategic, rapid impact growth by finding hidden capacity, eliminating barriers to access, mitigating leakage and generating strategic referrals.

**100%** Of our assessments uncover substantial near-term strategic growth opportunities.

### Which of these key findings from our Strategic Growth Readiness Assessments sound familiar?

- Lack of relevant data, insights and strategy
- Lack of stakeholder engagement and buy-in
- Access and capacity barriers in key service lines
- Operational and practice-level silos
- Staffing shortage, burnout and turnover
- Lack of internal collaboration and communication
- Inefficient physician relationship manager (PRM)
- Lack of marketing collaterals and referral tools
- Ineffective physician liaison / outreach program
- Inability to measure outreach return on investment

### Assessment Process



Our extensive data analysis, stakeholder surveys and interviews engage key physician, leadership, clinical and operational stakeholders to gain early buy-in, plus quantitative and qualitative insights related to:

- Access, Capacity and Throughput
- Transition of Care Process
- Referral Data and Utilization
- Care Consolidation / Outmigration
- Referral Process and Workflow
- Physician Relations and Retention
- Geographic Footprint
- Marketing / Referral Tools
- Physician Liaison Program / Team Competencies

### Assessment Deliverables

In partnership with leadership, Tiller-Hewitt will deliver a robust, rapid impact strategic growth playbook:

- Priority Service Line Growth Plans
- Provider Level Referral / Productivity Data Analysis
- Access and Capacity Rapid Cycle Process Improvement
- Physician Marketing and Referral Collateral
- Physician Sales, Outreach and Integration
- Physician Relationship Manager (PRM) platform

### Rapid Results

Engaging our gold standard implementation and management services guarantees immediate, off-the-charts results and return on investment - even as the assessment is underway.

*"Being skeptical at first, we immediately saw the high degree of engagement of our stakeholders and value of the 'slam dunk' results following close behind."*

- CEO CHRISTUS St. Michael Health System

*"Based on past success working with Tiller-Hewitt, I knew they would energize our team, gain early buy-in, and spark collaboration."*

- President & CEO, Archbold Medical Center

For more information, please visit us online, call or email [info@tillerhewitt.com](mailto:info@tillerhewitt.com).

TILLER+HEWITT™ HEALTHCARE STRATEGIES ORGANIZATIONAL NEEDS & CHALLENGES	TILLER-HEWITT SOLUTIONS									
	Strategic Growth Readiness Assessment	Strategic Growth Readiness Assessment, Planning & Execution	Service Line Growth & Development	Provider & APP Program Ramp-up & Retention	Physician Liaison Program Assessment / Documentation / Implementation	Sales Training Professional Consultative Needs-Based	Lean Process Improvement - Focused for Strategic Growth	Track+PLUS Physician Relationship Management & Referral Platform	Network Integrity Data	
Access, Capacity, Throughput Challenges	✓	✓	✓				✓			
Business Development	✓	✓	✓			✓				
Employed Physician Referral Leakage Mitigation	✓			✓	✓		✓			
Financial Losses (Organizational and Physician Enterprise)	✓		✓						✓	
Issue Resolution Tracking / Accountability					✓			✓		
Market Intelligence				✓				✓	✓	
Market Share Data									✓	
New Physician & APP Onboarding / Integration				✓	✓					
Network Integrity - Care Consolidation	✓	✓			✓		✓	✓	✓	
Outmigration in Key Specialties	✓	✓	✓		✓	✓	✓	✓	✓	
Physician & APP Mentorship				✓			✓			
Physician & APP Recruitment	✓			✓	✓					
Physician & APP Retention				✓						
Physician Camaraderie and Mentorship				✓	✓					
Physician Engagement	✓			✓	✓					
Physician Liaison Program Redevelopment	✓	✓			✓			✓	✓	
Physician-Hospital Relations	✓	✓	✓		✓			✓		
Rapid Ramp-up of New Physicians & APPs			✓	✓	✓		✓			
Referral Data (Internal & External)								✓	✓	
Service Line Development	✓	✓	✓		✓					
Specialty & Service Line Growth	✓	✓	✓		✓					
Strategic Growth Plan Development	✓	✓	✓		✓				✓	
Strategic Market Share Growth		✓	✓		✓				✓	
Strategic Plan Execution		✓	✓		✓	✓			✓	
Training for Leaders of Physician Liaisons / Outreach Teams					✓	✓				
Training for Physician Liaison/Outreach Teams					✓	✓				



# TILLER-HEWITT RESULTS



## CASE STUDY

### Strategic Growth Readiness Assessment Tees Up \$122 Million Revenue Growth

Tiller-Hewitt's Strategic Growth program generated rapid results and sustainable growth by:

- Engaging stakeholders in a collaborative process to achieve buy-in
- Identifying and solving access and capacity barriers
- Prioritizing service line strategy development
- Executing a nationally recognized professional physician outreach program

#### Year 1 Return on Investment

**\$122 MILLION** Incremental Top Line Revenue

**\$34 MILLION** Incremental Net Revenue

#### Challenge

Across the nation, healthcare organizations are experiencing challenges that erode market share and impede strategic growth. They're battling access and capacity issues, an influx of local competitors, crippling workforce shortages and dramatic shifts in how and where care is delivered.

To prepare for and execute the rapid recovery of strategic business, the leadership team of Archbold Medical Center, a four-hospital health system serving South Georgia and North Florida, recognized the need for a strategic partner to help them:

- Assess growth readiness with an objective lens
- Address the changing dynamics of demand
- Prioritize and develop service line growth strategies
- Increase awareness and utilization of their services
- Identify and remove access and capacity barriers
- Improve physician-hospital communications and relations
- Achieve medical group engagement and alignment
- Better accommodate the resulting increase in referrals

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"Based on past success working with Tiller-Hewitt, I knew they would energize our team, gain early buy-in, and spark collaboration. They helped us quickly identify and eliminate access and capacity barriers, then develop and execute rapid growth strategies that produced immediate results. We're now equipped with better tools and hardware as an organization driving sustainable strategic growth."

Darcy Craven  
President and CEO  
Archbold Medical Center



#### Solution

Archbold engaged Tiller-Hewitt HealthCare Strategies to assess, design and execute a high-performance, rapid impact solution to improve access and drive network optimization, physician engagement, patient retention and strategic growth.

#### Integrated Approach to Strategic Growth Readiness

Tiller-Hewitt combines robust methodologies proven to identify and drive rapid results; drive collaborative, cultural change; and hardwire an organization for continuous improvement and strategic growth.

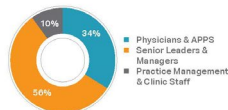


#### Strategic Growth Readiness Assessment

Tiller-Hewitt started by engaging key stakeholders and conducting deep data analysis to determine if the current state of access, capacity, clinical staffing, and geographical expansion potential met the criteria to support desired growth.

- Nearly 300 Archbold stakeholders participated in the survey and interviews – including approximately 100 physicians and APPs – representing the key clinical and administrative roles that influence the patient and provider experience along the entire continuum of care.
- Using timely and relevant internal, external and practice referral data, Tiller-Hewitt identified historical referral patterns and opportunities to quickly mitigate leakage and drive strategic service line and system growth initiatives.

#### Early Engagement and Buy-In



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#### Professional Outreach Program

Moving into the execution phase, Tiller-Hewitt launched Archbold's Professional Outreach Program. This is a powerful differentiator, with liaisons trained to be trusted advisors – and engines of strategic growth and performance improvement – who deliver higher-value solutions to physicians and their teams.

- Structured the physician outreach program
- Recruited and trained remote-oriented professionals with consultative sales techniques

#### Professional Outreach Results



The assessment revealed a high level of patient preference, engagement from participants and a newfound spirit of innovation and momentum for positive change. It also uncovered current-state barriers preventing strategic growth and provider engagement that needed to be addressed, including:

- Access:** Scheduling and referral processes to health system and physician practices
- Internal teamwork and collaboration:** Communication among key departments and practices
- Data:** Timely, relevant internal and external data for faster reaction to shifts in business
- Physician engagement:** Alignment, recruitment, rapid ramp-up and long-term retention
- Sales/Outreach:** Awareness of key services and issue resolution
- Marketing and Sales Tools:** Outreach, referrals and recognition of the employed medical group

#### Strategic Growth Playbook

As a strategic growth company, Tiller-Hewitt collaborated with Archbold's operational and clinical teams to uncover or create best practices to optimize access and referral processes. These performance improvement efforts were essential to Archbold's differentiation as offering providers and patients the path of least resistance to their services.

#### Create Priority Service Line Growth Plans

Tiller-Hewitt's assessment prioritized service lines that aligned with the organization's current strategic vision and were best positioned for growth with limited operational intervention. They launched cross-functional Service Line Growth teams to:

- Identify opportunities for strategic growth
- Target providers aligned with care consolidation and strategic growth goals
- Equip offices with patient education, specialist information and referral tools
- Develop leadership accountability protocols

#### Identify & Implement Priority Process Improvement Projects

Tiller-Hewitt also identified areas where process improvement (PI) projects were needed to enhance access and capacity. Lean value stream mapping uncovered 378 duplications and bottlenecks in 25 disparate medical specialty referral processes, and streamlined them into a single, simplified and standardized method.

To improve the imaging referral process, Tiller-Hewitt formed a cohesive team of 25 people – representing every physician and patient touchpoint – to resolve 110 access and capacity issues, and refine the referral process, including implementing a preauthorization program.

This resulted in double-digit imaging growth, with an increase of 19% in outpatient MRIs and 22% in outpatient CTs in the first year.

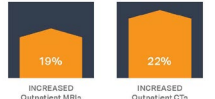
#### Specialty Referral Process Improvement



#### Imaging Performance Improvement Event



#### Double-Digit Imaging Growth



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# TrackerPLUS PRM SOLUTION

## TrackerPLUS<sup>+</sup>

+ POWERED BY TILLER-HEWITT HEALTHCARE STRATEGIES

FEATURE	BENEFIT	BENEFIT	BENEFIT
<b>EMR Referral and Volume Data Dashboard</b>	Track the areas of the highest growth and greatest declines by specialty and provider.	Filter all data points by hospital, provider, liaison, and time period to track individual efforts.	Quickly identify shifts in referrals and volume by specialty and provider.
<b>Issue Resolution &amp; Opportunity Management</b>	Immediately record and report in field issues/opportunities.	One-click escalation of issues to responsible leaders.	Automatically monitor reporting of issue resolution progress. (Solved/Open)
<b>Liaison Activity Dashboard</b>	Customize the dashboard with widgets and graphs.	Review issues and encounters per liaison.	Click-through for more details.
<b>Physician / Practice Demographic</b>	Preload all demographic information based on provider master.	Filter by any demographic data point.	Make real-time edits as changes are found in the field.
<b>Physician Relationship Management Call / Data Tracking</b>	Enter encounters, activities and issues simultaneously in seconds.	Web based and mobile optimized – work from a phone, tablet or computer.	Spend less time documenting and more time with physicians.
<b>Pre-Call Planning</b>	Fast pre-call planning process that converts to encounter note.	Eliminate redundant, manual entries.	Quick reference of current initiatives and referral volume.
<b>Reporting</b>	Track activity and measure ROI with robust reporting.	Download monthly reports for internal referral and volume data.	Download into PDF for quick print or Excel for further manipulation.
<b>Stark Tracking Non-monetary Compensation Tracking Capabilities</b>	Easily track physician expenditures.	Allocate by number of providers in attendance related to expenditure.	Produce provider summary and detailed by-provider reports.
<b>Timely &amp; Relevant Internal Referral &amp; Volume Data</b>	Import internal referral and volume data monthly for easy access and rapid response.	Data-driven physician targeting and prioritization of outreach activities.	Track and report ROI on liaison outreach efforts.
<b>Track Action Items</b>	Set up reminders associated with action items. (Birth dates, deadlines, due dates, next call, etc.)	Filter electronic to-do lists by date and completion status.	Build accountable action plans for issue resolution.

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# TrackerPLUS<sup>+</sup>

INTELLIGENCE & PRM PLATFORM

## A Faster, Better Physician Relationship Management Solution

Equip your team with powerful tools for strategic growth. The **TrackerPLUS Intelligence and Physician Relationship Management (PRM)** platform makes it faster and easier to drive revenue and demonstrate value. You will be more effective as you develop and execute your organization's strategic growth and physician engagement initiatives.

Other platforms burden hospitals and physician organizations with lengthy implementations and minimal ongoing support. Tiller-Hewitt delivers stress-free implementation and a team of subject matter experts who provide comprehensive ongoing referral pattern review, liaison workflow expertise and strategic guidance to help you maximize your outreach efforts.

"By far the most user-friendly system I have seen in over 10 years as a physician liaison and working with liaisons across the country. The customization and customer support are second to none!"

**Focus on Strategic Growth and Accountability with Data Insights**



"Liaisons always need more time in the field. This makes it easier to keep everyone on the same page, initiatives moving forward and issues getting resolved."



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# Growth Strategy Physician Integration

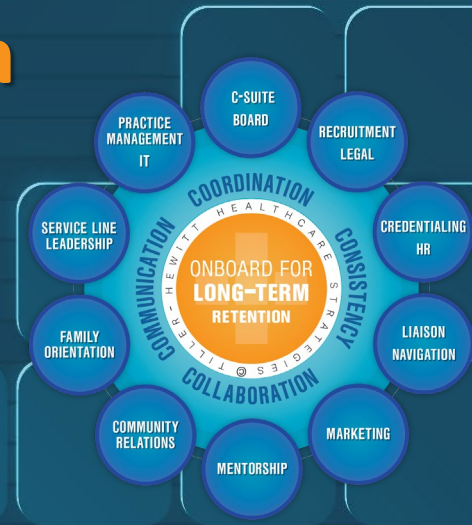
Long-term retention starts way before and goes way beyond recruitment

**01** | Rapid Ramp-Up – Internal Collaboration

**02** | Provider Mentorship Program

**03** | Family Integration Program

**04** | Long-Term Engaged Productive Providers



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HEALTHCARE STRATEGIES

**CASE STUDY | OnboardLO!® Improves Engagement, Productivity And Retention**

**Challenge**  
The practice had a high attrition rate from new hires, and the majority of new hires were not staying beyond the 90-day mark. The practice was looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed. The practice was also looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed.

**Onboarding Time**  
The onboarding process was streamlined, and the time to get new hires up to speed was reduced from 90 days to 60 days. The practice was also able to reduce the time it took to get new hires up to speed.

**Results**  
The practice saw a 25% increase in new hire retention at 90 days. The practice also saw a 15% increase in new hire productivity. The practice was also able to reduce the time it took to get new hires up to speed.

**TILLER+HEWITT**  
HEALTHCARE STRATEGIES

**CASE STUDY | HealthLead® Accelerates Physician Credentialing, or Pay the Price**

**Challenge**  
The practice was looking for a way to improve the credentialing process and reduce the time it took to get new hires up to speed. The practice was also looking for a way to improve the credentialing process and reduce the time it took to get new hires up to speed.

**Results**  
The practice saw a 50% reduction in the time it took to get new hires up to speed. The practice was also able to reduce the time it took to get new hires up to speed.

**TILLER+HEWITT**  
HEALTHCARE STRATEGIES

**CASE STUDY | Health in Class Onboarding Leads to Improved Satisfaction and Performance**

**Challenge**  
The practice was looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed. The practice was also looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed.

**Results**  
The practice saw a 30% increase in new hire satisfaction. The practice was also able to reduce the time it took to get new hires up to speed.

**TILLER+HEWITT**  
HEALTHCARE STRATEGIES

**Do your physicians help you "seal the deal" or torpedo a wonderful offer?**

**Challenge**  
The practice was looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed. The practice was also looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed.

**Results**  
The practice saw a 20% increase in new hire retention. The practice was also able to reduce the time it took to get new hires up to speed.

**TILLER+HEWITT**  
HEALTHCARE STRATEGIES

**Building Effective Dysd Teams: A Shared Path to Strategic Growth**

**Challenge**  
The practice was looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed. The practice was also looking for a way to improve the onboarding process and reduce the time it took to get new hires up to speed.

**Results**  
The practice saw a 10% increase in new hire retention. The practice was also able to reduce the time it took to get new hires up to speed.

# Physician Integration<sup>+</sup>

POWERED BY TILLER-HEWITT HEALTHCARE STRATEGIES



## Opportunities/Challenges

- Rapid Growth | 75 Annual Recruits
- <10% Experienced Best Practice
- Disparate/Duplicate Processes
- Slow Ramp-up to Productivity

## Results - Featured Publications

- 75+ Participated
- 38 Value Stream Maps
- 142 Action Improvements Discovered
- Master Check List
- 40 Virtual Mentorship Matches (COVID)



- Rapid Growth | 100 Annual Recruits
- Connectivity/Communication
- Retention Safeguards
- Physician Comradery

- 100+ Participated
- 50 Provider Interviews
- 200 Action (Improvement) Items
- Master Check List
- Mentorship Program



Liaison Program Launch  
**onboardPLUS Program**  
Expanded Outreach Team

- Difficulty Recruiting
- Slow Ramp-Up
- High Turnover
- Slow Credentialing Process
- Lack of Internal Collaboration

- Recruited + 150 Peds Subspecialists
- From 14 to 5 months
- From 11.5% to 2.7%
- From 322 to 84 days
- Mentorship Program

healthleaders

BECKER'S  
**HOSPITAL REVIEW**



Named Top 100 Hospital  
for  
"SPEED OF IMPROVEMENT"

- Impasse Between Organizations
- Poor Recruitment/Retention/Staffing
- Toxic Provider Burn-out /Treatment
- Generational "Factions"
- Financial Losses

- Reunited in Mission
- Immediately Retained 2 Hospitalists
- Fully Staffed Provider Team
- Mentorship Program
- Reduced LOS/Re-Adm
- Geo-Rounding Instituted

IBM Watson Health.





**THANKS FOR JOINING US**

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