

LEADERSHIP WEBINAR SERIES

EVERYONE WINS WHEN THE LEADER GETS BETTER!



Tammy Tiller-Hewitt

CEO
Tiller-Hewitt
HealthCare Strategies



Devon Hyde

President & CEO
Lake Charles
Memorial Health
System



Frank Sawyer

Senior VP Operations
Trinity Health
Oakland Hospital



William Mahoney

President & CEO
Cox Medical Center
- Branson



Chris Klay

President & CEO
HSHS St. Elizabeth's
Hospital

Top Alarming and Amazing Leadership Lessons

*Top Performing Leaders sharing the Good, the Bad, and the
Awesome Lessons Learned in 2022*





YEAR OF THE LEADER

Leadership Lens Podcast

*The Podcast for Growth
Minded Healthcare Executives*

Leadership Webinar Series

*Tap into Solutions and
Secrets that Lead to Success*

LEADERSHIP

WEBINAR SERIES

Tackle Your Top 2022 Leadership Challenges

The Reason Your Growth Strategies Fail

Burnout - Rescue Your Physicians & Yourself

Physician Retention Strategies That Work

Top Alarming & Amazing Leadership Lessons

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TILLER + HEWITTTM
HEALTHCARE STRATEGIES

LOOKING THROUGH
THE LEADERSHIP LENS
PODCAST

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



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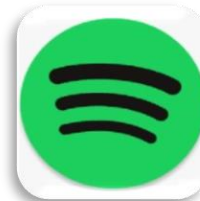
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TILLER + HEWITTTM
HEALTHCARE STRATEGIES

2023 Virtual Workshops

Physician Liaison Training

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



Liaison Team Leaders

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



GrowthStrategies⁺

ASSESSMENT, DEVELOPMENT & IMPLEMENTATION

Hospitals⁺ Healthcare Systems⁺ 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⁺

RAPID RAMP UP & LONG-TERM RETENTION

Physician & APP Integration

Robust Onboarding/Navigation

Mentorship Program

Family/Community Integration

**CASE STUDIES IN THE
APPENDIX**

LiaisonProgram⁺

ASSESSMENT, DEVELOPMENT & IMPLEMENTATION

Business Development & Physician Liaison

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

LiaisonTraining⁺

ON-SITE & VIRTUAL CONSULTATIVE SALES

LeaderTraining⁺

A COURSE THAT WILL DIFFERENTIATE YOU

TrackerPLUS⁺

INTELLIGENCE & PRM PLATFORM

PRM Tracking Software

Market Intelligence

Referral Data Management

Issue Resolution Tracking



DEMO

EVERYONE WINS
when the leader gets better,
because when the leader gets better
EVERYONE GETS BETTER!



INNOVATION VS. IMITATION



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TILLER  **HEWITT**™
HEALTHCARE STRATEGIES

Panelist Bios





Chris A. Klay, MHA, MA, PT, FACHE

President and CEO
HSHS St. Elizabeth's Hospital
O'Fallon, IL

Chris Klay, MHA, MA, PT, FACHE, is president and chief executive officer of Hospital Sisters Health System (HSHS) St. Elizabeth's Hospital located in O'Fallon, Ill. He began this role in May of 2022 but has been with HSHS since 2009, where he served as the division director of rehabilitation services for the HSHS Western Wisconsin Division.

In 2017, he was named president and CEO of HSHS St. Joseph's Hospital in Breese, Ill., where he was successful in improving market share, colleague engagement outcomes, net patient revenue, expanding telemedicine services, and implementing numerous growth strategies including a new outpatient surgery center, a general surgery clinic, and expanded primary care operations. He also generated an increase of over \$11 million in inpatient services revenue from fiscal year 2020 to fiscal year 2021 resulting from effective provider recruitment, volume growth, and expense management.

Chris began his healthcare career as a physical therapist in 2000 and accepted his first leadership position with Cumberland Memorial Hospital in Cumberland, WI, in 2003.

Chris received his Master of Healthcare Administration from Ohio University and his Master of Arts in Physical Therapy from the College of St. Scholastica, Duluth, MN. He completed a fellowship with the Advisory Board Company in Healthcare Executive Leadership in 2015 and is a Fellow of the American College of Healthcare Executives.

A native of northern Wisconsin, Chris and his wife, Leslie, an educator at McKendree University, live in Breese, Ill., with their two sons, Caden and Cooper.



Devon Hyde, MBA

President and CEO

Lake Charles Memorial Health System

Lake Charles, LA

As a true strategist in healthcare executive management, Devon leads the way with innovation to win the day – every day with accomplishments in multi-site facility operations, quality and regulatory compliance, continuous improvements, and program management in ever-evolving healthcare environments requiring adaptability and decisiveness to succeed.

An action-oriented change leader and visionary, Devon uses the word excellence as a keyword to success to identify and deliver major restructuring projects, program enhancements, expansion of services, and innovative technology solutions for improved operations, reduced costs and to consistently meet – and often exceed – revenue growth and profitability goals.

Devon has demonstrated success in spearheading projects to increase cardiovascular, orthopedic, and robotic surgeries. Delivered admissions growth, enhanced hiring to provide a wider access for patients, and developed a program to increase patient, staff and physician satisfaction while ensuring continuous improvements in hospital operations.

An influential leads-by-example executive, Devon is proactive in fostering a culture of motivation, respect and accountability to produce top-performing teams with increased knowledge, and informed decision-making to enhance organizational success in alignment with business goals.



Frank Sawyer, MHA

Sr. Vice President Operations
Trinity Health Oakland
Pontiac, MI

Frank Sawyer has worked for the last 20 years in the healthcare industry, starting as an intern at IU Health's Methodist Hospital through his current role as a Sr Vice President of Operations at St. Joes Oakland in Pontiac Michigan. In addition to hospital operations leadership, Frank has experience in physician practice management, public health, and clinical service line strategy development.

Frank hails from Indianapolis, Indiana, and is a graduate of the Ohio University College of Business and Washington University in St Louis for his Master's in Healthcare Administration.

Reflecting on the past two decades in healthcare, and applying lessons learned from leading a hospital through a pandemic, Frank's areas of focus for the future include the following:

- 1) **leveraging emerging technologies** as a vehicle to improve healthcare delivery and patient outcomes.
- 2) **elimination of healthcare disparities**, particularly for people of color.
- 3) **use of design thinking and principles** to create a **more customer-focused** healthcare service that truly puts the patient first.

When not working in the healthcare space, Frank enjoys his time with his wife Katie and two kids, Grace and Austin, as well as golfing, cooking, and staying active outdoors.



William Mahoney, FACHE

Sr. Vice President Community Hospital Group
CoxHealth

Cox Medical Center Branson, MO

Cox Barton County Hospital, and Cox Monett Hospital

William Mahoney, who has more than 24 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.

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.

TILLER-HEWITT™
HEALTHCARE STRATEGIES

Solution Appendix



Lead Like it Matters

TRANSFORMATIONAL LEADERSHIP

 POWERED BY TILLER-HEWITT HEALTHCARE STRATEGIES

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

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 Liaison Program Rapid Physician Ramp-up & Retention	Physician Liaison Program Assessment / Documentation Implementation	Sales Training/Professional Consultative Needs Based	Lean Process Improvement - Focused for Strategic Growth	Trainer+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



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 results-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 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 26 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⁺

+ POWERED BY TILLER-HEWITT HEALTHCARE STRATEGIES

FEATURE	BENEFIT	BENEFIT	BENEFIT
EMR Referral and Volume Data Dashboard	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.
Issue Resolution & Opportunity Management	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).
Liaison Activity Dashboard	Customize the dashboard with widgets and graphs.	Review issues and encounters per liaison.	Click-through for more details.
Physician / Practice Demographic	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.
Physician Relationship Management Call / Data Tracking	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.
Pre-Call Planning	Fast pre-call planning process that converts to encounter note.	Eliminate redundant, manual entries.	Quick reference of current initiatives and referral volume.
Reporting	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.
Stark Tracking Non-monetary Compensation Tracking Capabilities	Easily track physician expenditures.	Allocate by number of providers in attendance related to expenditure.	Produce provider summary and detailed by-provider reports.
Timely & Relevant Internal Referral & Volume Data	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.
Track Action Items	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⁺

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."



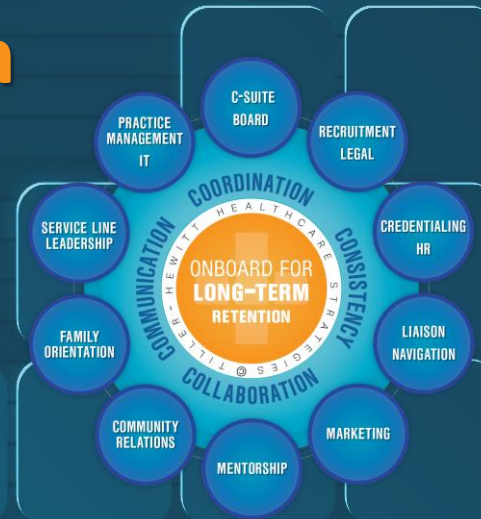
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Growth Strategy Physician Integration

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



TILLER+HEWITT
HEALTHCARE STRATEGIES

CASE STUDY | OnboardLHO™ Improves Engagement, Productivity And Retention

Challenge
The provider recruitment process is a long and arduous one, often involving multiple agencies and a significant time investment. At Dayton Children's, the recruitment process was particularly challenging due to the high volume of applications and the need for a more efficient and effective process.

Solution
The team implemented OnboardLHO™, a comprehensive recruitment solution that streamlines the process from application to onboarding. This includes automated email communications, a centralized application portal, and a robust credentialing and privileging system.

Results
The implementation of OnboardLHO™ resulted in a 20% increase in the number of qualified applicants, a 15% reduction in time-to-fill, and a 10% increase in provider retention rates.

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HEALTHCARE STRATEGIES

Speed Up Physician Credentialing, or Pay the Price

HealthLeaders

Healthcare providers are increasingly concerned, worried, and agitated to see patients who are not seeing a "signature provider" for their children's care. This is not only a concern for patients and families, but it also impacts the provider's ability to deliver high-quality care.

By implementing OnboardLHO™, providers can significantly reduce the time and cost associated with credentialing, ensuring that patients receive care from their preferred providers as quickly as possible.

TILLER+HEWITT
HEALTHCARE STRATEGIES

CASE STUDY | How to Close Credentialing Gaps, Improve Satisfaction and Performance

Challenge
The provider recruitment process is a long and arduous one, often involving multiple agencies and a significant time investment. At Christus St. Michael Health System, the recruitment process was particularly challenging due to the high volume of applications and the need for a more efficient and effective process.

Solution
The team implemented OnboardLHO™, a comprehensive recruitment solution that streamlines the process from application to onboarding. This includes automated email communications, a centralized application portal, and a robust credentialing and privileging system.

Results
The implementation of OnboardLHO™ resulted in a 20% increase in the number of qualified applicants, a 15% reduction in time-to-fill, and a 10% increase in provider retention rates.

TILLER+HEWITT
HEALTHCARE STRATEGIES

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

HOSPITAL REVIEW

Physicians play a critical role in the recruitment process. They are often the first to be contacted by a potential provider, and their feedback can be the deciding factor in whether to proceed with a candidate.

By implementing OnboardLHO™, hospitals can ensure that their physicians are equipped with the tools and information they need to provide a positive and informative review, helping to "seal the deal" on a great recruit.

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HEALTHCARE STRATEGIES

Building Effective Dyad Teams: A Shared Path to Strategic Growth

20% Increase in Physician Retention

Effective dyad teams are essential for strategic growth in healthcare. They consist of a provider and a non-provider team member who work together to attract, recruit, and retain top talent.

By implementing OnboardLHO™, healthcare organizations can build stronger dyad teams, leading to a 20% increase in physician retention and improved overall performance.

PhysicianIntegration⁺

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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