

INTERIM LEADERSHIP AND TEMPORARY PROJECT MANAGERS

Ease Workforce Shortages, Burnout, and Employed Physician Transition Woes

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High-quality healthcare requires a sufficient healthcare workforce on the hospital floor as well as behind the scenes in administration. Healthcare worker shortages are being felt beyond the workforce and are beginning to be noticed by patients. A recent study surveyed US adults and found that more than half of the respondents have experienced issues with appointment scheduling and reduced physician office hours. These factors, coupled with billing delays or credentialing errors, can suddenly cause health care organizations to be looking at severe losses and revenue cycle woes.

In addition to workforce shortages and high rates of burnout, there are other industry factors creating operational issues that require outside expertise and assistance. According to a recent national study, physician practice acquisitions grew during the pandemic. In 2021 alone, the percentage of employed physicians increased from 69.3% to 73.9%. It's common for specific operational impacts to surface shortly after a merger is complete, from revealing issues within the corporate culture to improper billing and practices that cost hospitals and healthcare systems millions of dollars. **Having a strategic partner like HSG can help to mitigate those risks.**

Organizations often need to look to an external resource to move past these obstacles. Bringing in an experienced project manager or an interim leader for a minimum of three months, but usually longer, is a solution that has helped many of our clients move past insurmountable issues.

Your leadership team should consider bringing in an interim leader or a temporary project manager when:

- Revenue cycle issues are impacting the overall financial health of the organization.
- A new physician practice has been added to the network, and integration is creating administrative issues.
- Your organization has grown to a point where the system's needs cannot be met by middle management.
- Turn-over rates are spiking due to high stress levels and administrative and medical staff frustration.
- The corporate culture doesn't support open communication, and employees don't feel like they have a voice.



Having an experienced project manager to augment your leadership team is one of the most effective strategies for turning things around. We partner with clients to discover the root of issues and create plans to solve the problem. From implementing HOPDs and provider-based billing evaluation and training to payor credentialing and onboarding of newly acquired private practices, HSG's veteran onsite project management team can be an interim answer to completing prioritized organizational projects and developing solutions to systemic problems.

Instead of quickly filling open positions in leadership, **consider partnering with HSG to bring in an interim leader to provide temporary leadership. HSG will help you evaluate the actual needs of the department.** This gives you time to make a better informed decision about replacing the leader and alleviates the potential for downtime within the department. Talk to the team at HSG before you call a recruiter or advertise another job opening.

For more information on HSG's experienced team of interim workers, contact Davis Crech at (502) 814-1183 or email him at DCrech@HSGadvisors.com

ABOUT HSG

HSG builds high-performing physician networks so Health Systems can address complex changes with confidence.

SERVICES



PHYSICIAN STRATEGY

Driving a common strategic focus with engaged physicians.



PHYSICIAN LEADERSHIP

Identifying and engaging strong physician leaders is integral to the network's development and success.



PERFORMANCE IMPROVEMENT

Improving the performance of employed physician networks.



NETWORK INTEGRITY

Leveraging claims-based data to create and monitor strategies for patient attraction and retention



PHYSICIAN COMPENSATION

Aligning physician compensation with Health Systems and employed network goals.

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