

Who Ya Gonna Call?

In today's dynamic healthcare landscape, knowing when to bring in a consultant can be the key to unlocking your organization's full potential. Have you ever gone round and round on how to address a problem or make a strategic decision? If you have, you probably thought about how to find help. The internet, professional forums, consultants, a colleague you met last year. The question then becomes, where does one go to find the right information, from the right source, to move forward?

Just like humans are unique, so are organizations. Having a cookie cutter response or a Google answer may not provide the desired results. Using the web is great for things like policies, procedures, and quick questions for small issues. But, when the question is more critical with a larger financial implication, an expert may be the way to go. Below are five reasons why outside support might make sense for you and your organization:



Time Pressure

In the ambulatory setting, time is money. Most leaders wear multiple "hats" and often lack the bandwidth to set aside quality time and resources for every issue that comes their way. From implementing new policies to optimizing workflows, there's little room for delay – and patient care cannot stop. The right consultant can offer the dedicated focus and expertise needed to meet tight deadlines and drive impactful results.



Gaps in Knowledge or Experience

The speed of change in the ambulatory setting can make it hard to stay ahead. An expert consultant can bring knowledge and expertise to address specific issues and provide education on any knowledge gaps to give you the extra boost. Expert consultants have the ability to "see around corners" and use the knowledge gained from multiple clients in multiple markets, to help fill in the gaps. A really great consultant will also teach you impactful tips and tricks along the way.



High-Risk Situations

Healthcare decisions can directly impact patient outcomes, providers of care, and future growth. When responding to large or complex problems involving patient safety, regulatory compliance, or legal scrutiny, an expert consultant can quickly provide objective insights and risk mitigation strategies, helping navigate clinical impact, regulatory uncertainties, and ethical dilemmas, and help keep you on track.



Large Dollar Investments

Planning to add new space, a new building, or enter into a new partnership? Large projects take a tremendous amount of time, expertise, and dollars. It's easy to understand the importance of having an architect, accountant, or attorney involved - having the right advisor may slip through the cracks.

An experienced consultant integrates with your project team, providing specific guidance on things like design, medical equipment selection, cost, operational impacts, and can help the team understand what has worked and not worked in other markets. The right consultant can help proactively address potential challenges rather than reactively responding when things don't go according to plan.



Loss or Transition of Leadership

Following the COVID pandemic, healthcare organizations have seen unprecedented levels of leadership and staff turnover. Surgery facilities are certainly not immune to this. It is more common than ever to experience the loss or transition of a key leader that can take months or more to fill.

A qualified consultant can provide interim support to bridge the gap, seamlessly filling in to ensure continuity of care and operational excellence. They can also partner with you and your team to ensure your newly recruited leader is truly a good fit, and has the necessary skills and experiences, as well as a deep bench of future support, to take you to the next level.

Navigating the complexities of today's surgical care environment requires strategic decision-making and specialized expertise. Bringing in a consultant at the right time can be a game-changer for your organization. Look for a true partner, someone you trust enough to bring into your organization that will collaborate, listen, challenge, and celebrate with you.

The right consultant offers invaluable guidance and solutions to ensure your business remains competitive and successful. By recognizing when to seek external help, you position yourself and your organization to meet challenges head-on but also to excel long-term.

***Do you have a big project coming up?
Is there a problem you just don't have the time to solve?
Does your Board need help creating a plan for the future?
Did your last survey not go as expected?
Are you ready for the next one?***

Reach out, we'd love to see if we can help!



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