



## **Quickly Finding the Help You Need Even Under Unique Circumstances**

At times, finding just the right person with the necessary credentials, skills and experience to fill a vacancy on a management team can be a real challenge. Imagine what a task it could be if the opening was a CEO position that is being phased out.

This was the challenge facing William Gedge, Senior Vice President, Payer Relations at Yale New Haven Health System in New Haven, Connecticut. Here's the background: a number of years ago, Yale New Haven, Yale University and St. Francis Hospital, formed a provider sponsored HMO named HealthChoice of Connecticut.

The three organizations have since decided to sell HealthChoice, which prompted the resignation of the former CEO. "Rather than hiring a full time executive, we decided to bring in an interim manager. I solicited the advice from senior management within my organization and was given Nielsen's name," Gedge reports. The Nielsen Healthcare Group (NHG), is one of the oldest and largest firms specializing in providing interim managers to the healthcare field.

The first thing I was impressed by was Nielsen's very quick turnaround time. From the time I talked with them on the phone, they obviously started working on my request immediately. We had a set of candidates within two to three days, reviewed each, brought our choices in for interviews the next week and made our final decision. From start to completion, it was accomplished within about two weeks."

According to Gedge, the interim moved quickly into place, "From a CEO standpoint, I had been serving in the role, but we needed somebody to run the plan with the necessary expertise on a day-to-day basis---this is what the interim has been doing for us."

"It's not like retaining someone for a lengthy period of time, when you can spend the first two months training them—we really couldn't afford to do that. Instead, he entered this position with interest and the understanding of it being an interim position, bringing the knowledge and experience necessary to hit the ground running. He's worked out very well and has been a good fit with the staff and boards."

Gedge says he would recommend Nielsen's to others and, if the need arises in the future will use them again. "Nielsen's is very attuned to customer service," he says. He also found it to be cost effective. "I think we certainly got our money's worth, with the way it's worked out - -it's been a win-win situation for everybody."

In addition to temporarily filling a key manager vacancy, interim managers from NHG can:

- Help bring a new project or service on-line
- Provide consulting expertise (without a consultant's overhead) in a hands-on manager
- Provide support for a short-term need such as JCAHO preparation

NHG has received the endorsement of the CHA's Shared Services Program as a provider of interim managers, which entitles members to a seven percent discount. For additional information, contact Bruce Nielsen, president NHG, via email at [nhcg@primary.net](mailto:nhcg@primary.net); Phone 800-581-8901 or fax 314-984-0820 and identify yourself as a CHA SSP member.