

The client: Baptist Health Care (BHC), a not-for-profit health care organization with more than 6,000 employees and employed physicians in northwest Florida and south Alabama. The organization has four hospitals, two medical parks and is the largest non-government employer in northwest Florida.

The challenge to Marshall Koll and Associates: find a Director of Clinical Quality with a health care background who fits into the BHC culture.

The Director of Human Relations for BHC worked with Marshall Koll previously and suggested they be contacted to spearhead the search. Wanda Kaye Tillery, Vice President Quality and Patient Safety at Baptist Health Care says:

"We were looking for a person with a unique combination of gifts and skills. Our primary focus was finding someone with a clinical background who had a good understanding of statistics and who could interpret data clearly. Plus, the new director needed to be a 'people person' who would be outgoing and ready to facilitate changes as needed. Experience in interacting with the Center for Medicare and Medicaid Services was also necessary. It was not an easy position to fill."

MKA understood the culture of Baptist Health Care:

"Neill did an outstanding job in marketing our organization and in understanding our need for a cultural fit. Finding candidates with high integrity who would fit in well was at the top of our list, and Neill presented many qualified candidates that fit the criteria."

Economic factors impacted the search, but Marshall Koll persevered:

"The housing market in our area was at a standstill during the search so it posed a problem. Neill talked the candidates through the options and provided housing market information to help them make their decisions."

Use Marshall Koll again? Absolutely, Tillery says:

"We were very pleased with the search results. Neill was reactive to our feedback and provided very clear and frequent communication. We will definitely call on him in the future."

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