

The client: Jackson County Memorial Hospital (JCMH), a 99-licensed bed facility in Southwest Oklahoma with over 800 employees. The need: a Director of Revenue Cycle who would oversee patient access, centralized scheduling, physician and hospital billing, and collections. The challenge to Marshall Koll & Associates: find the right person, with the right experience and skills for the client's immediate need.

**Nancy Davidson is Senior Vice President and Chief Financial Officer at Jackson County Memorial Hospital. She began the search by posting the vacant position through the JCMH Human Resources department and worked with four to five different recruiters to obtain resumes.**

**The search became overwhelming, Davidson says:**

*"After interviewing over 30 candidates during a three month period, I went to my CEO to ask for suggestions. He recommended that I contact Neill. He had previously used Marshall Koll to fill several key management positions at the hospital."*

**Davidson added, MKA understood what we needed in the ideal candidate:**

*"We were looking for someone with years of experience working in the revenue cycle who had the technical capabilities and could also be a team leader. It was important to find a candidate that had worked with our computer system. Of course, one of the challenges was finding someone who was willing to live in a small town in a remote location – someone who would fit in well with our culture. Marshall Koll understood these parameters and worked to find the right person."*

**Communication was great, and the results were on target:**

*"Neill kept us advised through every step of the process. He did a thorough job in providing references. The one candidate he presented was a tremendous fit, and we hired her. She has done an outstanding job for us."*

**Did we wish we had asked MKA for assistance sooner? Yes:**

*"Looking back, the nine month placement process could have been much shorter if we had contacted Neill earlier. We will not hesitate to contact him again in the future."*

**"Neill kept us advised through every step of the process. He did a thorough job in providing references."**

**"We had previously used Marshall Koll to fill several key management positions at the hospital."**

