

CHANGE MANAGEMENT CLIENT EXAMPLE

THE PROBLEM

An Ohio healthcare provider's Finance and Accounting department had personnel that were failing to deliver against key deliverables. Issues included management skill gaps, lack of adherence to policies and procedures and underutilized talent. In addition, their organization structure was not optimized to maximize effectiveness and expected outcomes.

HOW WE HELPED

Our Business Advisory team conducted a personnel review and organizational structure assessment to determine gaps in skills and adherence to accounting policies and procedures.

From our assessment of the department, we were able to create the following key deliverables:

- A thorough personnel training plan to specifically address gaps uncovered in the assessment.
- Recommendations on restructuring the organization by re-aligning various roles and responsibilities to more effectively support business processes.
- A detailed change leadership plan that the CFO executed to re-align the department and build an organization that could meet current and future demands.

Armed with accurate information about the current state and a clear path for a brighter future, we provided the CFO a detailed blueprint for driving rapid operational improvement.