



## 175+ BED HOSPITAL IN KENTUCKY

HCT Interim Case Manager Develops a Medical  
Center's Case Review Team

### AT A GLANCE

#### CHALLENGE

The medical center has a talented case management team, but wanted to accelerate growth and development. They needed guidance from an experienced case management leader.

#### SOLUTION

HCT's interim case manager established a great relationship with the facility's team, built their trust, and gave them the support they needed to grow. He provided check-ins with great communication throughout the entire assignment and showed the team what "right" looked like on a consistent, day-in day-out basis.

#### RESULTS

This team has become a much higher functioning case management team, which helps the hospital, patients, and community. The team was better able to identify opportunities to decrease average length of stay and "avoidable days." He also helped the CM team grow in utilization review.



"Our interim has been a pleasure – I am glad he came to us when he did!"