

# CASE STUDY

## Grant Regional Health Center

RISE UP TOGETHER - A CONTINUOUS JOURNEY TO GREATNESS

### At a glance

By embracing the "Rise Up Together" journey and adopting Capstone Leadership Solutions Framework for Achieving Great Results®, Grant Regional Health Center created a culture that attracts top talent, delivers exceptional patient care, and serves as an inspirational model for organizations in the pursuit of greatness.

### CHALLENGES

While employees demonstrated a strong commitment to patients, there was a noticeable disconnect between leaders and employee which was leading to low morale and disengagement. There were escalating concerns that if this went unresolved, that the quality of patient care, future growth plans, and improvement initiatives would be negatively impacted.

### SOLUTIONS

While Grant had utilized outside experts in the past to improve service excellence, they sought Capstone Leadership Solutions for their specific success in helping small healthcare organizations elevate the patient experience while simultaneously elevating the organization's employee experience, strengthening leadership, and executing well on multiple growth and improvement initiatives. Grant was ready for a balanced and united approach to achieving greatness across all key aspects of their community hospital.



### TACTICS TO TAKEAWAY

1

#### Transparency and Visibility:

Grant is intentional in executing a communication plan and philosophy that keeps employees in-the-know and up-to-date as to what is happening and why. Transparency is embraced by leaders and employee-driven teams as central tenets to inviting employees to engage in and support the success of multiple improvement initiatives as well as the long term strategies.

2

#### Measurable Progress:

While many of the improvements at Grant are felt by the people who work there and are served there, it is the measurable goals for the organization, teams, and departments that serve to align and unite everyone around the organization's top strategic priorities. Celebrating accomplishments and milestones along the way provide insight and reflection on the progress of the journey . . . and serves to inspire further efforts.

### KEY CONTACTS

**Tami Chambers, President/CEO**  
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**Stacy Martin, Initiative Champion,**  
**Director of Human Resources**  
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### KEY RESULTS



**5-STAR**

Patient Satisfaction every quarter since 2019



**68% INCREASE**

Operating Revenue Increase from 2018 to 2022

# CASE STUDY - CONTINUED

## INTERNAL AND ONGOING LEADERSHIP DEVELOPMENT

Leader assessment improvements from 2019 to 2022.



96%



19%

Does Grant have an effective leadership orientation program for new leaders?

89%



61%

Is Grant committed to developing and training leaders?

86%



51%

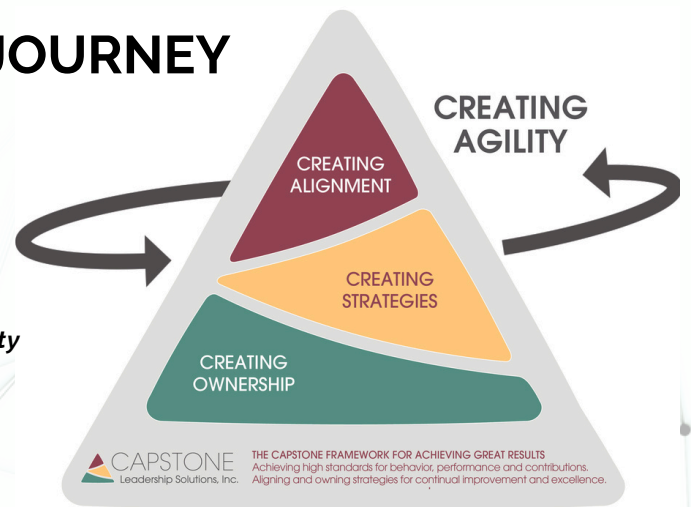
Are Grant's leadership development efforts effective in improving the skills and abilities of leaders?

## ACHIEVING GREATNESS IS A JOURNEY

Capstone partners with small healthcare organizations that are committed to big transformations.

### CAPSTONE'S FRAMEWORK FOR ACHIEVING GREAT RESULTS®

Guides organizations to **create alignment, ownership, and agility** in support of continual progress towards improving results and advancing strategies by engaging and empowering employees and strengthening the leadership team.



#### Engage Your Employees

Gain valuable contributions from your experts on the front lines. A structure of employee-driven teams support organization-wide improvements and department employees work together to set and achieve goals aligned with the organization's top strategies.



#### Strengthen Your Leadership

Move beyond reacting to daily issues and operational management tasks, to strengthening and synergizing the leadership team by adopting core leadership practices that are proven, proactive, and impactful - and most importantly, do-able!



#### Change How You Change

Identify, overcome, and prevent common barriers that put your organization at risk for slowing down, halting or even reversing progress. Your big goals and plans can only be realized when change can be successfully navigated.

When a community hospital is *strengthened*, a community is *strengthened*.

