



Case Study: Executive Leadership

Executive Team Needs Effective Teamwork to Succeed in a Tough Market

A new executive team operating in a tough business environment found itself working hard, but they still weren't producing the results they needed.

Client Challenge

A small urban hospital serving an underserved and underinsured community had been newly separated from a larger hospital system. Even though the chief executive officer and her team worked long hours, they were frustrated by their inability to communicate and work more effectively together.

HHA Assessment

We could see that the members of this team were dedicated, hard-charging individuals. Therein lay the problem: each continued to focus on his or her individual responsibilities. They had limited experience and success working together as a team to achieve their common goals.

HHA Action

Over a six-month period, we prepared and delivered a series of team-building and performance-improvement exercises aimed at achieving the CEO's objectives.

HHA Results

This team learned to communicate and to execute individual and team responsibilities more effectively.



“Your work with our team at St. Anthony Hospital helped our senior management group understand more fully what to expect from one another in terms of accountability and response times. As a result, we have become more effective as a team and better able to achieve our objectives.”

—Gwen Rausch, COO,
St. Anthony Hospital, Chicago, Ill.