

The client: Southern Illinois Healthcare in Carbondale, Illinois, a three hospital system in a rural setting. The need: a new Corporate Director of Case Management. The challenge to Marshall Koll & Associates: find the right person, with the right experience and skills for Southern Illinois' immediate need.

Dr. James Miller is Chief Medical Officer at Southern Illinois Healthcare. He had an urgent need of new leadership in the hospital system's case management area. The corporation had used Marshall Koll and Associates on other searches before, and the Vice President of Human Resources highly recommended that MKA be contacted for this search.

"We were looking for an A-level player with strong experience in case management and someone who had growth potential to move up within the corporation. There was discord among our employees so we needed someone who knew how to organize and make an immediate positive impact. It was a difficult challenge."

Marshall Koll followed through:

"I appreciated Neill's approach from the beginning. We had a very honest conversation about the type of employee we were looking for and the person who would best fit our needs. He provided us with weekly reports on the search. The communication was excellent."

Miller knew that the search was thorough:

"We knew that they were out 'beating the bushes' to find us the right candidate. Reports from others in the industry told us that MKA was taking this search seriously."

The results were on target. Without a doubt, we would call MKA again, Miller says:

"We were very happy with the top candidate that MKA provided. All three applicants we interviewed brought different strengths to the position, and we could not be more pleased with the person we chose to lead our case management area."

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