

The client was Jackson County Memorial Hospital in Altus, Oklahoma, a regional referral center providing health care to people living in an eight county area of Southwest Oklahoma and North Texas. The challenge to Marshall Koll and Associates: fill one of the most difficult positions in the health care industry—Director of Rehabilitation.

Trent Pierce, RN, Jackson County's Vice President and Chief Nursing Officer, says:
“Finding a Director of Rehab is extremely difficult. What makes it so difficult is the lack of Physical Therapists, period. It’s hard to find staff Physical Therapists, much less Directors.”

Pierce recalls the beginning of the search process: **“We absolutely tried to fill the position on our own at first. We looked for a while, placed ads, went through the normal processes, all to no avail.”**

Contacting Marshall Koll and Associates was a natural next step: **“We’ve used Neill Marshall for all kinds of other positions. Neill actually brought me to this hospital four years ago. He’s placed our lab director, and our plant ops director, and several others.”**

Pierce was pleased with the way Marshall Koll and Associates hit the ground running, and with Neill Marshall’s deep knowledge of the health care personnel market around the country: **“Neill got all the specifics of the position, and we talked about salaries and what the market was bearing everywhere else. We wound up interviewing four or five good people, and although that may not seem like a lot, for that type of position we were quite pleased to have that many. I really thought we’d probably get one.”**

The search was well-organized and the lines of communication were excellent:
“Neill always does a great job of keeping you in the loop. There’s a good feedback process in place—he lets you know how many people he’s talking to, and how many mailers he’s mailed out. He’s good at keeping you informed of all the statistics of the process.”

Jackson County’s need was pressing and Pierce appreciated Marshall Koll’s effort to meet it: **“We really needed somebody. Our previous director had left us and it was imperative we get someone fairly quickly. Marshall Koll found our person, we made her the offer, and she accepted in a very timely fashion. She did have to finish up a school year for her children, but that wasn’t Marshall Koll’s issue. She was already committed to coming to work here.”**

The new Director of Rehabilitation has been a great success for Jackson County:
“She’s phenomenal. She’s by far the best we’ve had.”

In summing up Jackson County Memorial Hospital’s experience with Marshall Koll and Associates, Trent Pierce says: **“Neill Marshall brought me here four years ago, and when I first met Neill and sat down and talked to him, I really liked him and felt comfortable with him. I think most of the people Neill works with feel the same way about him. I would absolutely use Marshall Koll and Associates again, with no hesitation whatsoever.”**

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