

The client: ProCare, a nonprofit hospital-affiliated multi-specialty medical group practice associated with Medical Center Hospital in Odessa, Texas. The need: an Executive Director. The challenge to Marshall Koll & Associates: find the right person, with the right experience and skills for ProCare's unique requirements.

Dr. Bruce Becker is the CMO for Medical Center Hospital and the position of Executive Director for ProCare reports to him.

“Our prior Assistant Director left to take another position, and in the interim I fulfilled the position. We then determined that to move to the next level we needed an executive to enhance our administrative capabilities. We went with Marshall Koll.”

Dr. Becker goes on to describe the unique characteristics the position demands.

“Most importantly we needed someone who was cognizant of physicians, how they operate, how they think. Someone who could work with them in growing the system. In addition we needed administrative experience, plus skills in executive areas of financials, billing, coding, recruitment, benefits, budgeting, and much more.”

Dr. Becker and his associates were all familiar with Marshall Koll, and confident that Neill Marshall could get the job done.

“Neill understood our needs and the industry and was up to speed from the beginning. I think on the first round we underpriced the position. Neill was able to rapidly recruit a second set of candidates.”

The search then proceeded to a third round.

“By that time we were beginning to wonder if we would ever find someone. But we had a third set with three good candidates, we made an offer, our offer was accepted, and everything fell into place. It took us a good eighteen months, but Neill Marshall never gave up, we never gave up, and we eventually got to where we needed to be.”

In fact, Dr. Becker singles out periodic conference calls as one of the most valuable aspects of Marshall Koll's search protocol.

“I think the conference calls we had to go over the CVs were very valuable. And also, Neill's further efforts to communicate with the individual candidates and put extra light on their desires, where they're coming from, where they've been, whether they were really a potential strong candidate. For me that process was enjoyable as well as most enlightening and informative.”

Would he use Marshall Koll again? Dr. Becker doesn't hesitate.

Oh, I would. Yes. His ability to communicate the real character of the candidates to us was particularly successful. The only thing that would have made the search better would have been a miracle!

“Neill's ability to communicate the real character of the candidates to us was particularly successful. The only thing that would have made the search better would have been a miracle!”

“Neill understood our needs and the industry and was up to speed from the beginning. I think on the first round we underpriced the position. Neill was able to rapidly recruit a second set of candidates.”

