



ABOUT THE UTECH GROUP

The Utech Group was founded in 1991 with a not-so-simple goal: To change people's lives. Today, our family-owned, De Pere business continues that focus.

With more than 30 years of experience, we are proven experts in change management, organizational development and leadership training. We create change through our training options, leadership and team development programs and customized organizational development. Hundreds of organizations, throughout the United States and Canada, have benefitted from our customized approach.

To help change people's lives, we design our leadership and training programs to meet the specific needs of your organization. We understand that each person is different. We meet you where you are at. We challenge people to not only do better but be better.



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CASE STUDY

PHYSICIAN-OWNED PRIVATE PRACTICE

SITUATION

A highly respected physician-owned private practice was at risk of losing their business to a larger healthcare system. The private practice knew they needed to take the next step to develop their physician leadership, managers and team leaders so they were equipped to succeed in the face of change and growth. The current COO engaged The Utech Group to be a partner in their efforts to develop strong leaders and teams.

OBJECTIVE

- Establish the culture and values of the organization
- Develop physician leadership
- Operationalize the values
- Leadership development and training for managers and team leaders
- Create sustainable change and self-sufficiency

SUMMARY OF WORK

- Leadership assessment for each physician to determine their driving values and 360° feedback on their leadership
- 3-day leadership development training
- Trained and formed an Executive Team, made up of administrative and physician leadership to provide strategic direction and oversight to the business, allowing them to become responsive
- Worked with leadership team to operationalize organizational values
- Focus groups with patients and their families to gain insight on the patient experience

RESULTS

- Organization developed clearer expectations of each other
- Process improvements and structural changes to align organization with newly formed values, to truly be more patient-focused
- Despite all the difficult changes, 93% of employees feel the organization is headed in the right direction
- Commitment and engagement scores for providers increased 25%
- Commitment and engagement scores for other direct patient care departments increased an average of 19.6%
- Under aligned physician leadership, the other direct patient care departments experienced improved cultural alignment and consistency