

INTEGRATED OUTCOMES

CHALLENGE

Health Integrated is a Tampa, Florida-based company that helps healthcare providers drive better health outcomes, higher member satisfaction and lower health care costs by approaching medical, behavioral, and social health as an integrated whole. They enable and empower over 5 million patients to stay on-track with care plans, bringing to bear shortened recovery times and reducing re-admissions, while improving adherence to care and prescription regimens.

Experts in helping their clients improve care management practices, the company struggled to evolve their own operations. The conflict and negativity within the Executive Team had brought the company to a near standstill, and the embedded culture was not conducive to growth. CEO Shan Padda chose FMG Leading to help create an organizational change and leader development plan based on our deep experience and record of success with similar-sized healthcare companies.

CHANGE

FMG Leading convened an Executive Team offsite retreat, facilitating an open discussion around pain points and what was and wasn't working in the organization, in what CEO Shan Padda called a "healthy cauterization process." Leveraging feedback from our Executive 360° leadership assessment, we helped the senior executives reframe and reposition long-held beliefs, enabling them to break down silos and other barriers that were in their way.

"Without FMG Leading's intervention, we wouldn't be nearly as far along as we are now as an organization. We were in serious trouble and they played a critical part in turning that around."

- Shan Padda

FMG Leading then began customizing solutions to meet the other needs identified by senior leaders, including individual and team coaching and development and service excellence training for over 400 of their front-line team of practitioners and therapists. To further support these change initiatives, we partnered with executives from the CEO to the Senior VP of Talent Management and Corporate Culture to design enterprise-wide communications in order to help the organization

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better understand the ongoing change process and embrace the new, desired culture. FMG Leading's consultants embedded themselves within the Health Integrated organization, building trust and becoming, as the Senior VP of Corporate Resources described, "business partners and an extension of our team."

RESULTS

Since engaging FMG Leading, Health Integrated has experienced a complete company turnaround. With a culture intentionally designed to support strategic goals, and an aligned, high-performing executive team successfully leading the way, 2-year revenues are on pace to rise more than 66%, from \$30 million to over \$50 million.