Tiller-Hewitt programs are laser-focused on growth. We empower hospitals to achieve results rapidly and sustainably, long after our engagement ends.

CEO Testimonials

Region: South
“We enjoyed working with Tiller-Hewitt HealthCare Strategies. Their structural approach helped us focus on those physician areas we wanted to grow. An added benefit came from the variety of information our liaison learned in the field.”

Region: East
“Without a doubt, Tiller-Hewitt exceeded my expectations. I have implemented a successful in-house Physician Liaison program at a former hospital, but with all the strategic initiatives on my plate, I made a conscious decision to bring in an expert to launch this critical initiative. The PHR Program continues to be a huge success, measured by incremental volume!”

Region: South
“Tiller-Hewitt HealthCare Strategies has done an outstanding job in providing structure, discipline and reporting for our physician relations program. Their energy, motivational techniques, and knowledge of how physicians interact with hospitals help our physician hospital representatives to achieve a much higher level of success.”

Region: North
“The implementation of Tiller-Hewitt’s Physician Hospital Relations Program has provided for a very professional approach to enhance our relationship with our medical staff as well as improving our medical staff marketing program.”

For more information, please visit us online, call or email info@tillerhewitt.com.
Great relationships take time and effort. Physician-hospital relationships are no different. Understanding the complexity of physician-hospital relations is crucial to your organization’s success. Successful physician-hospital relations programs lead to improved quality, productivity, and long-term retention.

Tiller-Hewitt’s programs systematically bridge the gap between physicians and hospitals to build solid trusting relationships that provide long-term strategic growth and success.

**Physician-Hospital Relations (PHR)**

We work with CEOs and leadership teams to implement a systematic and structured Physician-Hospital Relations (PHR) program, creating measurable return on investment of over $1 million per hospital in the first year.

The objective is to increase service line and specialty referrals through a laser-focused, strategic approach to sales, business development and growth. The PHR program brings focus to targeted referral sources, including employed groups, within the primary and regional service areas that may or may not currently refer to your organization.

Three pillars - Systems, Data and People - create the foundation that supports growth based on accountability and effective communication among senior leadership, service line management, referring physicians and other referral sources in the market.

Our signature revenue enrichment programs create pathways to efficient growth and measurable referral and revenue results:

**Growth Teams**

Growth Teams rapidly identify strategic growth and alignment opportunities. Growth Teams produce results for key strategic service lines using Lean methods to solve access and capacity challenges, and supported by comprehensive on-site training, data collection and collateral development.

**Service Line Blitz**

New or under-performing service lines respond rapidly to the proprietary Service Line Blitz, a 12-week effort which can produce a measurable lift in referrals in a short period of time, while establishing new referral habits that can be sustained over the long-term.

**Physician Outreach and Patient Navigation**

The Physician Outreach and Patient Navigation program targets smaller hospitals and regional referral sources, creating incremental referral opportunities for the health system and aligned specialists.

The outreach results are initially seen through new referrals to specialists, including hospitalists. A structured Physician Outreach program builds systems needed to facilitate patient awareness of services and works collaboratively with referring physicians and specialists. Effective implementation ensures that incremental volume is ultimately captured (vs. going to the competitor) and managed for continued growth.
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**Comprehensive onboardPLUS**

**The recruitment and retention silver bullet**

Effective onboarding - plus navigation, engagement and retention - of physicians and advanced practice providers can produce a return on investment exceeding $1 million per physician per year through faster productivity combined with reduced vacancy rates and lower replacement costs.

Tiller-Hewitt’s onboardPLUS is the foundation for achieving long-term retention and gaining a competitive recruiting advantage.

Your program is designed to deliver the critical success factors that support improved recruitment, deeper engagement, accelerated ramp-up to productivity, and longer retention.

We take the guesswork out by providing a systematic and structured approach to creating and implementing a long-term retention strategy and program. By assembling the onboarding team (see onboarding wheel) and creating individual and family road maps, we help ensure that physicians and advance practice providers are engaged in the community and operating at capacity.

Your program will be successful because - during our short-term engagement - we teach your team what it takes to make the program successful over the long term.

**SALES TRAINING**

Healthcare organizations make significant investments in programs, services and specialists. But, without a professional sales component, it is difficult to protect and grow market share or see a timely return on investments.

Tiller-Hewitt’s sales training programs separate the exceptional sales person from the pack of many that are in the field calling on the same customers. Understanding and applying the secrets of consultative vs. transactional selling will dramatically increase your team’s sales performance, while showing measurable growth in referral volumes.

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**REVIEW FACILITATION AND KEYNOTE SPEAKERS**

Tiller-Hewitt’s speakers and facilitators bring the experience, skills and objectivity to help you achieve your organization’s strategic planning, motivational and professional development goals.

Our team includes a physician and former operating executives who have been on your side of the desk.

They are credentialed with post-graduate degrees and certifications in healthcare administration, Lean methods, professional development and mentoring.
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