



Case In Point



PROVIDER:

- Cherry County Hospital & Clinic

LOCATION:

- Valentine, NE

SIZE:

- 21-bed critical access hospital.

INSIGHTS:

- Named one of the nation's Top 100 Hospitals by Watson Health.
- Hospital management faced challenges in addressing staff's Human Resource needs.
- Large hospital expenditure for legal counsel.
- Onsite Human Resources did not have full-scope service to address staff needs.
- Expanding in-house HR is not financially feasible.
- Supplement internal administrative needs.
- Virtual support provides management opportunities to advance healthcare practice.

DEPLOYMENTS:

- Comprehensive services to provide expertise across the HR continuum.
- Teledigm Health operates with onsite HR Coordinator for efficiency and accuracy.
- Gained convenient HR support backed by Teledigm Health's legal experts.

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Capitalizing on Human Resources Expertise

The Situation

Cherry County Hospital and Clinic (CCH) located in the largest county in Nebraska, serves over 23,000 people across Nebraska and South Dakota.

Kyle Kellum began his new position as CEO of CCH with many challenges in his path. His first day was the Monday after the COVID-19 pandemic was declared. He succeeded an impressive CEO and CFO, both of whom retired with tenures of nearly 40 years. Everyone, including Kellum, knew he had big shoes to fill.

"It was one of the most difficult challenges I've faced in my career," says Kellum, "not because of the skills or knowledge needed, but because I was leading a team and hadn't brought a single one of them on. I was trying to read their minds during both a CEO switch and a pandemic."

Kellum quickly realized he was spending too much of his time on human resources concerns. He wanted to ensure the CCH team had access to a non-biased party if they had questions or issues. He also needed further assistance with performance and compensation reviews.

The Services

Kellum was already familiar with Teledigm Health, as they provide many telemedicine services for CCH, including neurology, psychiatry, physician assistant supervision. During the pandemic of 2020, Teledigm Health assisted with primary care visits via telemedicine equipment. CCH used EAP counseling services as well.

Kellum discussed his HR needs with Shane Fleming, Co-Founder and Chief Development Officer at Teledigm Health. After reviewing the challenges CCH faced, Fleming developed an administrative support plan.

"Shane visited, and we had a strategy session," Kellum explains. "I just couldn't believe Teledigm Health offered all that they did in HR. These support programs are a huge, huge asset. We use their HR program for recruitment, personnel, legal, all of it. I work with them as if they are sitting right next to me and I utilize them for literally every single aspect of HR, and it has allowed me to focus my attention in the areas needed. Their expertise is unsurpassed."

"I work with Teledigm Health as if they are sitting right next to me and utilize them for every single aspect of HR, allowing me to focus my attention in the areas needed." - Kyle Kellum, CCH CEO





The Results

For the first time, CCH has access to a complete, professional HR staff that has helped their own navigate difficult times, diversity, and personnel issues. CCH has saved significant amounts in attorney fees and avoided costly mistakes through evaluating correspondence. They have also helped the entire staff by conducting performance reviews. Certainly, difficult for a CEO to conduct on himself as he was administering the program.

"I think one of the things I'm most excited about is that I promised the team that we're going to do a complete compensation evaluation of the organization," Kellum explains. "My promise was that by the end of July 2021, we'll have begun to implement this, and we accomplished that goal. And the only way we were able to do it was because of the HR program through Teledigm Health."

The Effects

Administrative services like Comprehensive Human Resources delivers more than support and savings for rural healthcare. It also gives management and staff greater peace of mind.

"I sleep better at night," says Kellum. "Human Resources is such a huge component of any organization, especially in healthcare and the business of healthcare. There's just a lot that comes at you every day. To know you have a partner that can take care of it, whether it's a compensation question, an employee dispute, benefit or policy questions, all with the knowledge and expertise is refreshing."

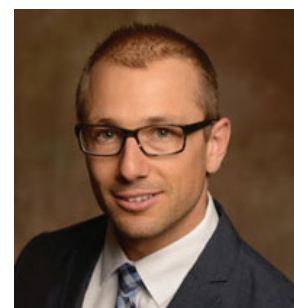
"I know it's successful because I'm no longer getting those questions," he adds. "That means people trust what's happening and trust our virtual team. And I know everyone is being taken care of. So, it truly has been a gamechanger for us to partner with Teledigm Health. I think that most, if not all, people in the organization would say the same."

Kellum's Advice

Teledigm Health's HR program has become an invaluable asset at CCH. It provides an affordable option to rural hospitals struggling with internal operations.

"My advice to other rural health organizations is to consider Human Resource services from Teledigm Health. It's understandable for you to be nervous making a decision of this magnitude because I was too. I had to look at it from the standpoint of expertise. One, it's very difficult to find really good human resources that can provide every service along the entire continuum. It's extremely difficult, from a financial aspect, to get the resources we have through Teledigm Health. In my opinion, to bring that in house would be unaffordable for rural providers.

We can have expertise at our fingertips at a cost that fits our budget, reduces our overall HR legal fees, and diminishes the need to recruit internally. You have the ability to access this phenomenal resource of HR experts by partnering with Teledigm Health."



Kyle Kellum, CEO
Cherry County Hospital & Clinic

