



P : 202. 415.6987
E : info@L12Services.com
W : www.L12Services.com

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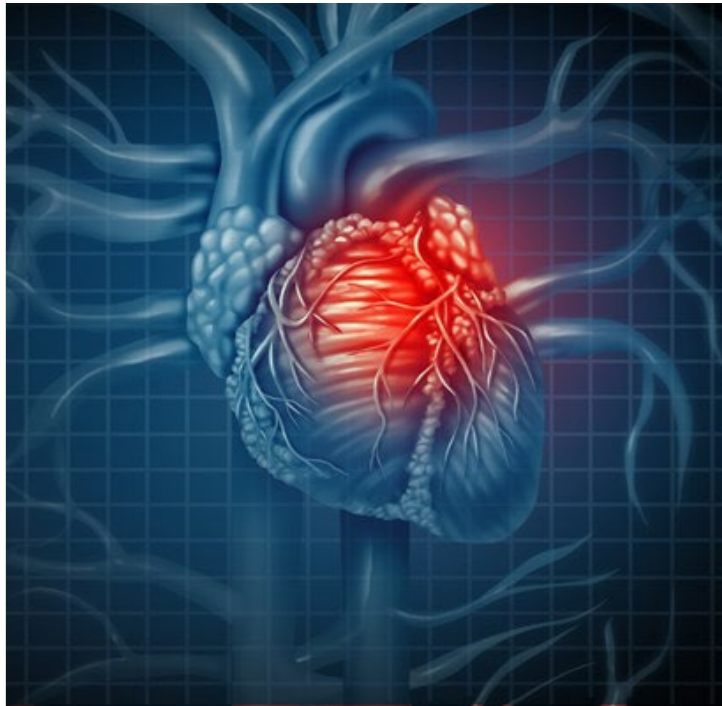
CASE STUDY

CLIENT NAME:

Society For Cardiovascular
Angiography & Interventions

"The original leadership team had a diversity of skill sets, but not an understanding of how to fill the gaps and how to communicate goals and milestones. We needed to understand what seats needed to be filled, by whom, and more importantly, how we could integrate new talent to support us in short order. "

Alan Lopatin
Founder, President, CEO



ABOUT THE CLIENT:



The Society for Cardiovascular Angiography & Interventions (SCAI) is the leading nonprofit medical society representing invasive and interventional cardiology. SCAI's mission is to lead the global interventional cardiovascular community through education, advocacy, research, and quality patient care.

SCAI is dedicated to advancing the profession and is the designated society for guidance, representation, professional recognition, education, and research opportunities for invasive and interventional cardiology professionals.

For more than 40 years, SCAI has personified professional excellence and innovation globally, fostering a trusted community of more than 4,500 members dedicated to medical advancement and lifesaving care for adults and children with cardiovascular disease.

THE CHALLENGE

This fast-growing, highly dedicated workforce suffered from burnout and disorganized internal communications.

Missing a single source of truth/intranet, the workforce suffered from low organizational awareness which negatively impacted collaboration, sunsetting programs, and streamlined workflows. The teams worked in silos and often didn't know how to prioritize projects and how to combat inbox overwhelm.

Even though retention was high, morale was low, and team members felt as though the fast-paced environment was chaotic.

OUR APPROACH

- Facilitated an all-hands workshop to elevate process and workflow challenges and brainstorm high-impact, easy-to-implement solutions.
- Deployed the Helix Assessment to determine what level of chaos tolerance existed among the team and leadership.
- Performed in-person interviews with the team.
- Leverage SCAI's robust culture and the institutional knowledge of staff members to solve internal communications, systems, and process challenges without inundating staff members.
- Design an overall communications and workflow strategy to address lack of cohesion, collaboration, communication flow, and process improvement.

OUTCOMES TO DATE

SCAI's team received the L-12 Services Baseline Report and presentation. These tools were used to walk the workforce through the change management process for implementation and describe the various phases we will address.

This report includes an evaluation of the operational value of an implementation phase, a step-by-step strategy for delivering recommended changes, a thorough description of organizational communications needs, and department-specific metrics to measure success.

We look forward to completing this project in 2024.

