

Operations

Interim Vice President of Operations

Client Type:

National Dental Plan

Project Scope:

Operations for State and Federal Government Programs

Duration:

5 Months

Team Size:

1 Full-Time Employee



Problem

After their operations leader retired, this national dental plan sought an **Interim Vice President of Operations for State and Federal Government Programs** to oversee all operational areas while they searched for a permanent replacement. The organization needed a consultant to advise on operational impact, as well as on performance and corrective action planning. They were also looking for an expert to foster partnerships with quality, finance, contracting and policy.



Response

Jacobson provided a **results-oriented leader with proven expertise** who streamlined network development strategies, restructured cost-containment opportunities and evolved client relationships, which resulted in the **development of strategic partnerships**.



Solution

Jacobson's consultant **improved quality scores by an average of more than three points** and served as a key stakeholder in the development of a provider web application that led to **reduced call volumes**. This employee established positive communication with direct reports, resulting in renewed invigoration, and utilized systems technology to execute **improved provider and beneficiary outreach**.

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