

## The U.S. Department of Health and Human Services (HHS) The Office of the Assistant Secretary for Health (OASH)



### ABOUT THE CLIENT

The Office of the Assistant Secretary for Health (OASH) oversees the Department's key public health offices and programs, a number of Presidential and Secretarial advisory committees, 10 regional health offices across the nation, and the Office of the Surgeon General and the U.S. Public Health Service Commissioned Corps

### OBJECTIVE

The Federal Occupational Health (FOH) Organizational Development and Leadership (ODL) team engaged LinkVisum to conduct an assessment across the U.S. Department of Health and Human Services (HHS) Office of the Assistant Secretary for Health (OASH) to better understand the process and organizational needs and identify opportunities for improvement.

### LINKVISUM'S SOLUTIONS

The LinkVisum team leveraged its proprietary tools and depth of experience to lead focus groups and a series of interviews with senior leaders to gain insight into the organization's challenges and propose a plan of action to address them. As part of the OASH Process Improvement Project, LinkVisum, under the direction of FOH, conducted an organizational assessment of the current state environment of OASH to determine if the following focus areas adequately supported the organization's goals: strategy and performance, organizational structure and workload, roles and responsibilities, processes and tools, and stakeholder objectives. The analysis took into consideration stakeholder input from the high-level assessment and process improvement efforts, and data collected regarding strategy, current staffing, and future initiatives.

### OUTCOME

As part of the OASH Continuous Improvement Initiative, LinkVisum:

- Facilitated a process improvement effort with leadership from OASH's Executive Office to identify specific processes to improve
- Conducted an organizational review
- Created a suite of tools to improve communication practices
- Provided executive and career coaching for executives, management, and staff



Facilitated a Process Improvement Effort with Leadership from OASH's Executive Office to Identify Specific Processes to Improve



Created a Suite of Tools to Improve Communication Practices



Provided Executive and Career Coaching for Executives, Management, and Staff

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### ABOUT LINKVISUM

LinkVisum Consulting Group is a woman-owned company that provides a full range of management consulting services to government agencies and private industry. We are an ISO 9001 certified company with an approved DCAA accounting system. Our staff possess significant skills, advanced degrees, and relevant certifications, garnering numerous exceptional ratings on Contractor Performance Assessment Reporting System (CPARS).

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### ADDITIONAL PROJECT DETAILS

- Using a systematic approach that included process walkthroughs to discuss roles and responsibilities and pain points, the LinkVisum team identified and documented 11 high-priority processes and developed detailed standard operating procedures (SOPs) and quick-reference SOPs.
- Through ongoing coordination and communication with OASH leadership, LinkVisum identified key strengths and challenges, provided recommendations, and developed revised organizational charts for each of the units within the Executive Office to more clearly define roles and responsibilities.
- LinkVisum also created a communications plan to more seamlessly and regularly coordinate and share real-time information with key stakeholders and increased accessibility to resources OASH-wide, specifically the Process Guides and SOPs.
- LinkVisum's network of certified Executive Coaches provided coaching for OASH executives, the management team, and select staff, as directed by project sponsors and the Contracting Officer Representative, in addition to career coaching for mid-level managers and staff.