Sound.
HOSPITAL MEDICINE

Improving performance through stronger team alignment



Sound's model connects culture, workflow, and priorities

A Midwest Hospital Medicine practice partnered with Sound to help improve operational performance, clinician alignment, and trust across the care team.

THE CHALLENGE

- **Strained relationships slowed progress:** Conflict between the prior group and hospital leadership eroded trust and limited the organization's ability to focus on improvement.
- **Care team alignment had broken down:** Communication gaps between clinicians and nursing created friction and reduced consistency in daily operations.
- **Core performance measures needed improvement:** Length of stay, observation hours, readmissions, and patient experience were all identified as areas of opportunity.

RESULTS†

15%
improvement in readmissions

3%
reduction in length of stay

4%
improvement in patient experience

†Sound internal site data Q3 2025-Q1 2026.

WHAT WE DID TOGETHER

1. **Rebuilt trust before driving change.** Listened to hospital leaders, nursing, and clinicians to identify priorities and resolve high-friction issues early.
2. **Built a team aligned around culture.** Recruited and supported clinicians who valued teamwork, communication, and accountability.
3. **Created ownership through small wins.** Used targeted peer-to-peer pilot programs to demonstrate success and build clinician buy-in.
4. **Standardized operations before optimizing performance.** Implemented geographic rounding and strengthened care management practices.
5. **Aligned the entire care team.** Physicians, nursing, hospital leadership, and beyond rallied around shared goals, communication, and coordination.



> "The gains were not isolated metric movements. They were the outcome of a deliberate operating model that connected culture, workflow discipline, and system partnership."
>
> **– Dr. Wil Castellon, Medical Director, Sound Hospital Medicine**