

CASE STUDY

Cost Containment Through Workforce Optimization

The Client

A large multispecialty medical group and healthcare management team providing anesthesiology, emergency medicine, hospital medicine, radiology, surgical services, and women’s and children’s health services.



25,000+

Physicians and advanced practice providers



1,800

Clinical departments in healthcare facilities



46 States

The Problem

The company was facing issues with cost containment, transparency, compliance, and reducing the dependency on locums. With the shortage of qualified practitioners becoming a severe issue for the healthcare sector, the medical group turned to locum services. However, without proper processes and infrastructure to strategically leverage contingent staffing, these services drove up labor costs and become cost-prohibitive.

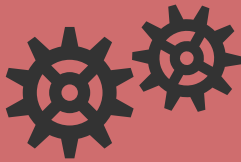
The underlying problem of overspending for the healthcare management group was the lack of a centralized locum procurement process. Due to the enormous scope of work, there was no standardization of rates or contract terms optimization with the different agencies. Since some of the essential components of locum staffing are cost transparency and quality, the company needed a technology platform to centralize the information while not losing focus on hiring qualified talent.

To keep track of candidates, rates, and positions that needed to be filled, the company needed to take advantage of a Vendor Management Software (VMS) technology platform and implement a Managed Service Provider (MSP) platform to provide vendor management, contract term standardization, quality providers, program transparency and accountability.

In summery the critical problems were:



Overspending on locum staff



Lack of locum hiring optimization



Absence of cost transparency



Lack of oversight, accountability,
and regular reporting via Quarterly
Business Reviews



Lack of consolidated software
technology



The Process

The healthcare group requested VISTA Staffing Solutions' Workforce Optimization Review to understand which solutions were most suitable for the above problems. The goal of the free assessment was to find methods to improve standardization, operational efficiency, and cost containment for the client. The initial evaluation took five days to complete.

Over the course of five days, VISTA's team of professionals did the following:

- 1 Identified challenges related to locum workforce optimization, overspending, and lack of standardization
- 2 Reviewed the client's reporting related to invoicing, contracts, hiring statistics, and overall financial data
- 3 Interviewed executives, department heads, and staff from finance, recruiting, scheduling, and administration to identify gaps in the locum hiring process and prioritize needs

The VISTA team of experts identified areas of opportunity with the process, technology platforms and workflow/process issues through the review.

The Solution

VISTA's Workforce Optimization Review uncovered locum staffing costs that the company's executives weren't aware of. It pointed out areas in which the company was overspending, and sectors that suffered from underutilizing contingent labor. As a solution, VISTA developed several customized strategies and processes to address the cost transparency issues immediately.

To improve process automation and software optimization, VISTA recommended consolidating technology into a single VMS. A single VMS with a dedicated locum module can collect, organize, and streamline staff data to add cost transparency, minimize manual staff efforts, enhance regulatory compliance, and simplify finding locum talent.

The technology handles order management, scheduling, credentialing management, time approval, and consolidated invoices, and provides real-time visibility into utilization. It also includes a reporting tool that allows clients to capture data by the facility and unit spending.

VISTA's experts identified Key Performance Indicators (KPI) to evaluate the process of filling the necessary spots in the hospitals. They listed steps to streamline the locum search according to the collected data and improve the fill percentage.

Experts suggested tracking different rates from different vendors and evaluating locum tenens agency performance to minimize spending while focusing on top talent quality. They provided a real-time rate audit to do submitted rates and contracted rate comparisons.

25%

After evaluating hiring costs, VISTA Staffing Solutions constructed a plan to achieve a 25% reduction in spending by implementing cost containment strategies, eliminating locum overspending, and maintaining competitive market rates. All managed through VISTA Select's MSP program utilizing VISTA's VMS technology platform.

Benefits of Partnering with **VISTA Staffing Solutions**

Healthcare organizations of all types can request a free Workforce Optimization Review to find gaps in their locum talent hiring process and realize opportunities for cost containment. With the assistance of VISTA Staffing Solutions, healthcare providers can cut their spending by up to **25%** while gaining cost transparency and improving the quality of their services.



Ready to Get Started?

Contact VISTA today to begin reviewing on our innovative suite of services.

If you are ready to streamline your processes, contain your costs and improve the overall performance of your organization reach out to our team of VISTA experts today to engage a true partner in workforce optimization!



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