



The Transformation of HealthCare

Contingent Staffing & the 2nd Curve

As healthcare reform marches on, health systems continue looking for ways to meet new guidelines and remain efficient while keeping costs down. In this brochure, with regards to contingent staffing, you will learn:

- 1. Characteristics of the 1st and 2nd curve**
- 2. The impact of moving to the 2nd curve**
- 3. Strategies to become a 2nd curve operation**
- 4. Metrics to utilize**
- 5. The importance of continuous self-assessment**

Characteristics of the 1st and 2nd curve

What is the 1st & 2nd curve?

At its heart, it is a shift from a volume-based approach to one that is value-based. The 2nd curve cares about patient results just as the 1st curve does, but with the added layer of increased accountability, emphasis on efficiency and a watchful eye on cost effectiveness.

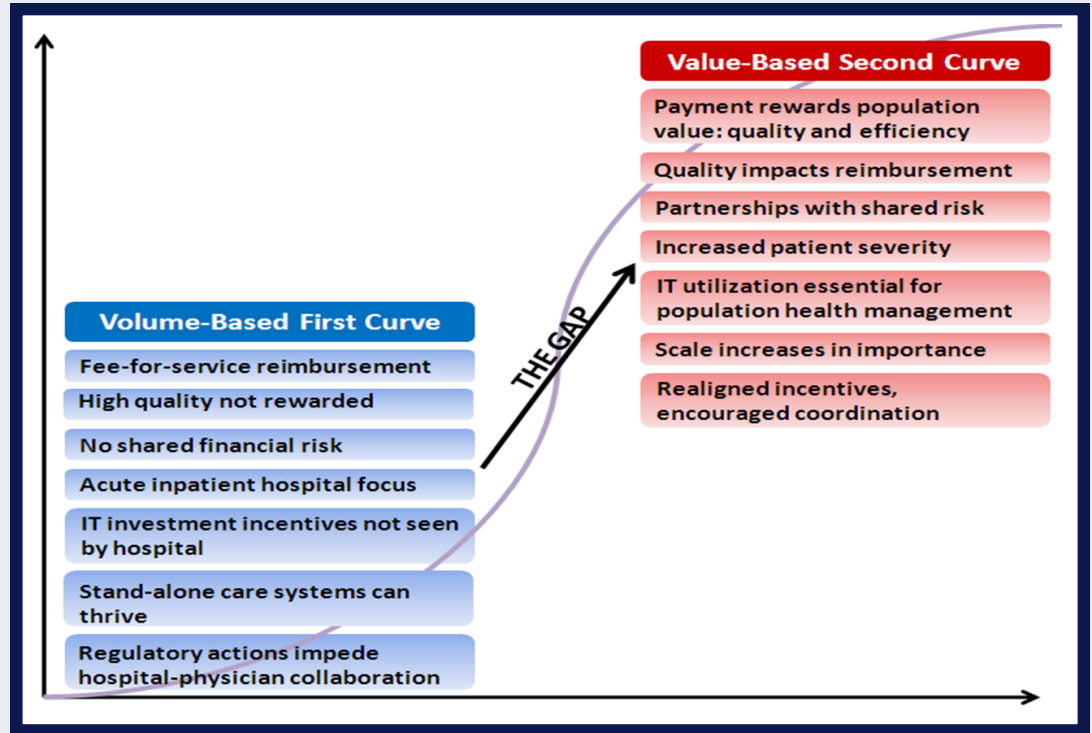
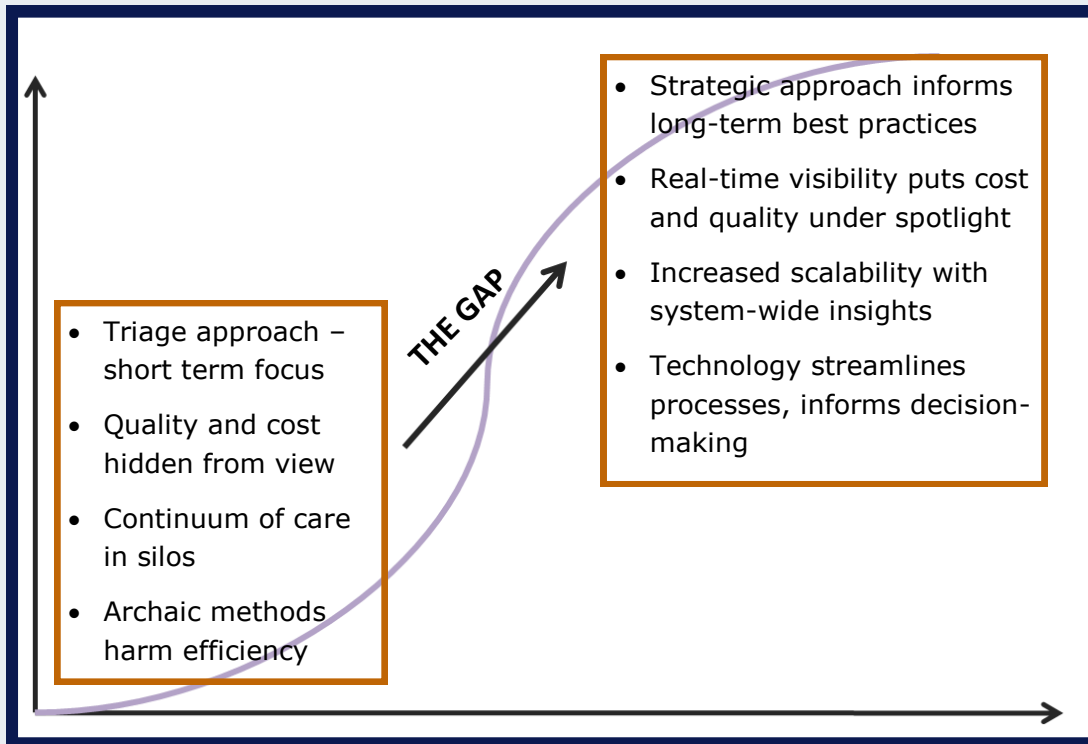


Chart courtesy of the AHA report *Second Curve Road Map for Health Care*.



Contingent Staffing's 1st to 2nd Curve

Contingent staffing is no different than high visibility/high priority health system initiatives in that it has a value-based solution and can deliver newfound efficiency and cost-savings through technological means.

What is the impact of moving from 1st to 2nd curve?

Technological efficiency in contingent staffing provides visibility across expanding healthcare systems to control costs and ensure quality of care standards.



Staffing managers are able to ensure the right people are in the right places at the right times to deliver the highest quality of care

Finance gains visibility to ensure efficient use of financial resources

HR can improve recruitment and retention and ensure joint commission compliance

IT has greater affordable access to quality contractors to implement

Strategies to get there – Filling in “The Gap”

- Consider web-based solutions requiring less IT involvement
- Demand staffing suppliers be accountable to delivering value
- Implement internal float pools to maximize existing resources
- Establish metrics and follow their lead
- If it can't be reported, find another way



Continued Self Assessment

- Decide which reports matter to you and regularly monitor
- Let the data have a legitimate voice in the decision-making room
- Set benchmarks and analyze why they were or were not met
- Analyze and take action. Then, analyze again

Metrics – Measure all!

- **Fill rate success** – Are positions being filled to required standards?
- **Cost centers** – Where's the money really going?
- **Supplier performance** – Who provides the most value/dollar spent?
- **Staff performance** – What staff should be asked back or recruited?
- **Staff usage rates (i.e. overtime)** – Can money be saved or quality increased by more effectively utilizing staff resources?



Summary of value, impact and how/why to move forward

Value Aligns contingent staffing practices with current demands.

Impact Real-time visibility into performance and costs and increased efficiency to manage multi-facility operations with leaner admin staff.

How to take the next step Identify the goals of your contingent staffing program, determine metrics for success and build internal consensus for change. Engage partners with the expertise and commitment to move contingent staffing from the 1st to 2nd curve.

Why to take the next step Healthcare is on a one-way train where value is king and all aspects of care delivery must adapt.

“This insightful white paper from ShiftWise sheds light on strategies hospitals can implement to achieve second-curve-level efficiency in contingent staffing operations.”



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