



## Staffing Vendor Management

### *AHA Signature Due Diligence Process™*

By consistently applying a formal due diligence process, AHA Solutions, Inc., an American Hospital Association (AHA) member service, identifies products and services that help hospitals achieve operational excellence.

When hospitals select a solution earning the AHA Endorsement, they can be confident it has met the AHA's highest standards.

To address system-wide staff shortages, many health care organizations rely on supplemental staff from internal float pools, as well as from independent contractors and agencies offering varying levels of quality, experience and rates. Scheduling, verifying qualifications and paying for temporary labor often involves complex and time-consuming manual processes using phones, time slips, spreadsheets and email. Automating processes through a Web-based staffing vendor management system as part of the overall labor management strategy can increase operational efficiency, control staff quality and yield workforce savings.

We're here to help.



## The Solution: Staffing Vendor Management from ShiftWise

Through the Staffing Vendor Management system from ShiftWise, health care organizations can automate and standardize the procurement and management of flexible, temporary and contract labor to lower costs, improve quality and ensure compliance.

The Staffing Vendor Management system increases efficiency by automating and consolidating communications, invoicing and other administrative processes. With no agency affiliation, ShiftWise offers vendor neutrality that allows hospitals to maintain their current workflows and relationships with the added benefit of automation. Cost savings result from efficiency improvements, increased visibility into operations and tiering suppliers to give preference to lowest-rate/highest-quality vendors. Online reporting capabilities provide visibility into staff utilization and costs for improved business decisions, and into performance ratings to improve quality of staff. Automated credential and document management ensures compliance with The Joint Commission and hospital requirements.

## Why Did the AHA Endorse Staffing Vendor Management from ShiftWise?

The proprietary *AHA Signature Due Diligence Process* has identified Staffing Vendor Management from ShiftWise as a leader in providing Web-based solutions to automate, streamline and simplify workforce vendor management processes for health care organizations. The solution differentiates itself through its impartial stance toward vendor use; positive vendor relationships; added-value support tools and services; and consistently high-quality service, as demonstrated by client retention rates at or near 98 percent.



**Figure 1:** As seen in Figure 1, health care facilities can automate and optimize contingent staffing strategies across all departments to lower costs, improve quality and ensure compliance.



## Key Benefits

**Visibility**—Online reporting reveals agency/staff utilization and costs to help hospitals make strategic business decisions.

### Cost Savings and Efficiency

- Web-based automation streamlines and simplifies administration
- ShiftWise market rate analysis and agency-tiering support reduced agency rates
- Operational transparency uncovers overtime and other cost-saving opportunities—resulting in lower overall costs

**Compliance**—Automated management of verified staff credentials helps organizations maintain Joint Commission compliance.

**Quality**—Online staff and vendor performance reports help raise staff quality.



## Web-based Support Tools Add Convenience and Value

**ShiftWise Connect™**—With direct mobile and online job opening announcements and booking confirmation, staff managers can fill open shifts with internal and external staff faster and more efficiently.

**ShiftWise Time Tracker™**—Temporary workers electronically log hours worked, giving hospitals an easy way to review and approve time documentation, view reports and audit overtime.

**ShiftWise VeriStaff™**—Credentialing tool ensures every staff member's online profile contains the proper certifications, licenses, credentials and documents and is compliant with local and national guidelines.

## What Others Are Saying

*“ShiftWise ensures that all agency staff profiles are in the system and up-to-date which saves our staffers and managers time. We will save over \$200,000 in the first year alone after standardizing our [vendor] rates using ShiftWise’s benchmarked data. For any health system that wants a complete end-to-end solution that also delivers much needed cost savings, I highly recommend ShiftWise.”*

**Sean Cox**  
Administrator, Recruitment  
Vidant Health

*“The credentialing capabilities of ShiftWise provide us with a huge safety net to ensure that we’re not bringing in workers that we don’t want to have in our facilities. Nobody can come in to work in our organization without a check mark in the ShiftWise system proving that they meet our requirements. ShiftWise is the tool that we use for gatekeeping to provide safety to our patients.”*

**Erin Slay, BSN, RN, MHA**  
Director of Hospital Operations and  
Patient Relations Officer  
University Hospitals



We **identify** challenges.  
We **endorse** solutions.  
We **collaborate** with innovative companies.

Your Partner to transform health care.

AHA Solutions, Inc. is a resource to hospitals pursuing operational excellence. As an AHA member service, AHA Solutions collaborates with hospital leaders and market consultants to conduct the proprietary *AHA Signature Due Diligence Process*<sup>™</sup> and identify solutions to hospital challenges in the areas of care continuum, clinical integration, cultural transformation and financial sustainability. As a subsidiary of the AHA, the organization convenes people with like interests for knowledge sharing centered on timely information and research.

AHA Solutions is proud to reinvest its profits in the AHA Mission: to advance the health of individuals and communities.

For more information about solutions with the AHA Endorsement and the *Signature Learning Series*<sup>™</sup>, please visit [www.aha-solutions.org](http://www.aha-solutions.org) or call 800.242.4677.



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