Improving efficiency in healthcare
Contingent workforce methods and outcomes

'WisePapers' from ShiftWise
leading knowledge in Healthcare Staffing

The goal in *Contingent Workforce Management* efficiency is to transition from an inefficient, pen, paper, phone and fax driven process to one that is transparent, fast and cost-effective. This WisePaper discusses:

4 ways to improve efficiency

✓ Process automation

✓ Using KPIs to measure and succeed

✓ 3rd party options: VMS or MSP?

✓ Think strategically

Why prioritizing contingent workforce management makes sense

✓ Time savings

✓ Cost savings

✓ Transparency & visibility

Improving efficiency is the most important strategy for survival in healthcare, say hospital CEOS

In a survey conducted (.pdf download, page 8) by the American Hospital Association (AHA), CEO's revealed that "**improving efficiency through productivity and financial management**" was the most common goal among all leaders.

Time for action

The report states, "There is no mystery to how hospitals can make these needed improvements; the process is known and been proven hundreds of times. Leaders now need to make the leap and invest a little today to get a guaranteed ROI for years to come."

4 ways to improve efficiency

1 Automate processes

It probably feels like every *one* is trying to automate every *thing* right now. There's a good reason for that. It works.

Hospital CEOs believe efficiency is the key to survival (page 1 sidebar) making automation critical to healthcare getting faster and more cost-effective while maintaining quality.

Contingent workforce automation—FREE

With so many needs, prioritizing projects is a must. Contingent staffing is one area where you can save thousands of labor hours and hundreds of thousands of dollars—and it doesn't have to cost a penny.

Here's a sampling of what you can automate in your contingent workforce:

- Contingent staff orders
- Agency communication
- Compliance
- Reporting
- Invoicing

Click the image to play a video featuring ShiftWise users talking about efficiency.

2 Create KPIs to measure against

It's typical for a contingent workforce operation to lack visibility into what is and is not working. That simply doesn't cut it in the modern era of healthcare.

KPIs, or Key Performance Indicators, give regular insight into how an operation is doing in key areas that lead to better internal and vendor performance.

For example, you could assume that you're overpaying for services, but have concerns about lowering prices for fear of not filling shifts.
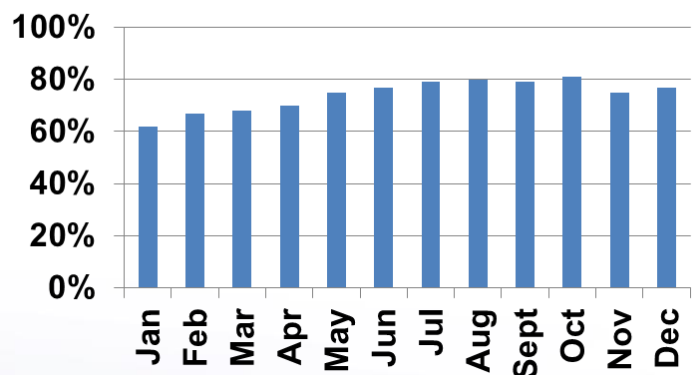
Setting KPIs to benchmark against and utilizing system data aggregated from anonymous healthcare system users will tell an exact story and make the decision simple.

[Read more about KPIs and why they matter](#).
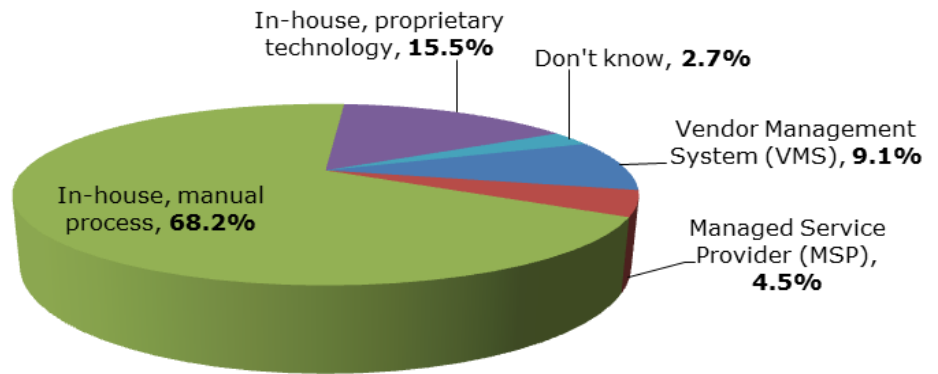
Per Diem Bill Rates
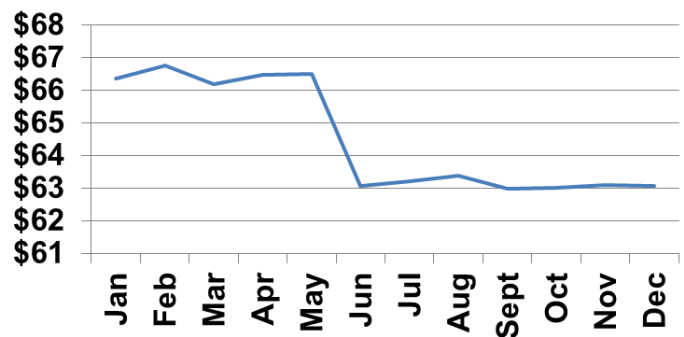
Per Diem Fill Rate

3 VMS, MSP or an in-house system/process?

A recent report noted that the majority of healthcare systems are running contingent workforce operations without automation or managed service. **That's a problem.** Paper, pen, phones and fax machines are inefficient, lack data and operate in fiscal darkness relative to the available options.

In-house, proprietary technology, **15.5%**
Don't know, **2.7%**
Vendor Management System (VMS), **9.1%**
In-house, manual process, **68.2%**
Managed Service Provider (MSP), **4.5%**

Both VMS and MSP offer efficiency improvements, but which one is best? That depends on your organizational goals and which one offers the benefits that best suit your operation.

VMS vs. MSP					
V M S	Is run by in-house team	Vendor neutral, health system picks vendors	Technology focused with provided service	Automated compliance and 100% control	Detailed on-demand reporting	Internal & external labor cost reductions
M S P	Outsourced management, centralized contact	Master contract with client and MSP-chosen vendors	Service focused, but can utilize tech. such as VMS	Compliance outsourced	Quarterly analysis and reviews	Reduction of administrative costs

4 A strategic approach increases value

An efficient Contingent Workforce Management (CWM) program has value that extends beyond managing temporary workers.

Through the use of KPIs and real-time reporting, a health facility can make strategic decisions about workforce management, including, but not limited to:

- Where overtime can be reduced or eliminated

- Where a full time position should be created

- Where quality and cost can be improved through vendor performance metrics

> " ShiftWise is actually part of our strategic plan... We have a meeting every Thursday with our CFO and our director of HR where we go through and look at our open positions. We also match it to our ShiftWise reports to make sure that those vacancies are real vacancies and we can see, hey, we're using a lot of hours in a certain department. Do we have enough positions posted in that department. "

Ian Quinn, Nursing Resource Coordinator, Weiss Memorial Hospital

Why prioritizing Contingent Workforce Mgmt. makes sense

Time savings

Improving efficiency saves time. One hospital we studied saved over 1,000 labor hours in a year when they automated their contingent workforce program (sidebar).

Cost containment/savings

From time savings alone, one can see the potential cost savings. Additionally, there is the potential for rate reductions when using agency staff as well as the ability to better utilize in-house resources for further savings.

Transparency and visibility

Real-time reporting, KPI tracking and a strategic approach all lend themselves to incredible visibility into contingent workforce activities. From staffing managers to C-suite executives, the transparency gives everyone powerful decision making tools.

Click to see the enlarged infographic about time savings on our blog.

The best part? ShiftWise VMS is free. Compare that to other initiatives you could implement and it becomes a clear priority. As one client said to us, "When they (senior leadership) ask you how much it is and you say free, they're gonna say, ok, absolutely, let's try it."

About ShiftWise

Leading health care systems nationwide click ShiftWise to lower costs, ensure compliance and improve quality when using flexible, temporary and contract professionals. With an easy to use, Web-based suite of applications and services that are highly flexible to the needs of each client, ShiftWise maintains a broad client base across the entire spectrum of health care providers and includes some of the most clinically advanced health care systems in the U.S. ShiftWise is based in Portland, OR. More information about ShiftWise can be found at www.shiftwise.com.

The ShiftWise Staffing Vendor Management System has earned the exclusive endorsement of the American Hospital Association.