



ShiftWise Customer Case Study: Weiss Memorial Hospital

Hospital and Stats

Weiss Memorial Hospital has been serving Chicago's North Side and surrounding communities providing excellent health care services for over 60 years. They have grown to better serve their community to include more than 450 doctors representing 42 medical specialties and more than 800 employees, all committed to providing personalized care.

Weiss is a Joint Commission-accredited facility providing a full range of health care services to meet the needs of their diverse community. Their 236-bed facility includes the advanced diagnostic and treatment options administered by highly trained, compassionate health care professionals.



WORKFORCE OPTIMIZATION

AUTOMATION DESIGNED
SPECIFICALLY FOR THE
HEALTHCARE INDUSTRY

Difficulties

It was clear that the old way Weiss Memorial Hospital was fulfilling their contingent labor needs wasn't going to be a long-term solution. They had become too dependent on outside agency staff. Rising agency costs without any controls on usage, high turnover and vacancy led to a workforce that was large and spread out without the visibility they needed.

ShiftWise Solution

Weiss Memorial has managed to cut costs, improve transparency and enhance its ability to make strategic business decisions thanks to ShiftWise.

With their technology’s integration opportunities, automated recruitment processes, and centralized agency communications capabilities enable them to optimize their workforce and ultimately deliver quality healthcare outcomes.

Their vendor relationships are much better since ShiftWise. It’s a lot more concrete. They’re able to open up a web browser in a matter of seconds and see who’s going to be coming the next day, what shifts they have open, and where they’re going to need help.

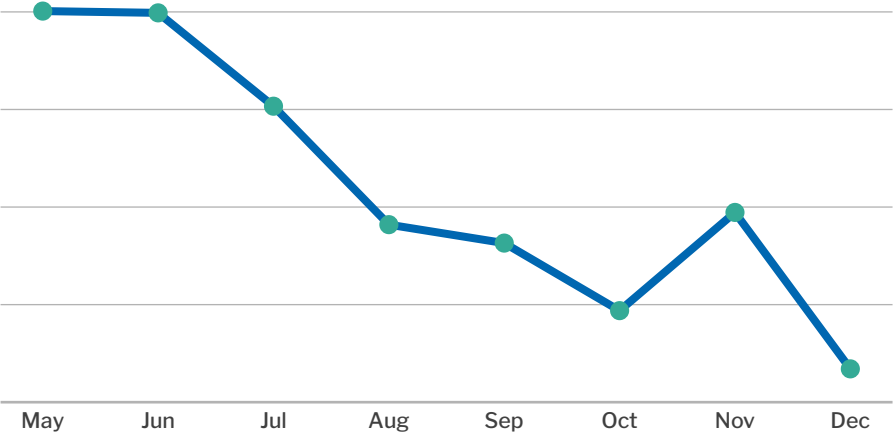
Nurse Manager Ian Quinn states, “We’re definitely safer from an audit perspective when it comes to the Joint Commission. There are a couple different spots where I’m saving time and money. For example, invoices used to sit in my office for weeks, sometimes months. Now, invoices get done on a weekly basis.”

“ShiftWise manages our documents, it’s very transparent and it’s free – that was the biggest thing. Right now, we’re looking at bringing in a bed management system that creates transparency when you’re trying to place beds in staffing. It’s an amazing system. It reminds me of ShiftWise, but it costs about a quarter of a million dollars. I know that’s going to be a lot harder to sell than ShiftWise was to sell my senior exec team. When they ask you how much it is and you say free, they’re going to say ok, absolutely, let’s try it.”

“You can’t book a nurse unless they are compliant. ShiftWise sends you notifications when a nurse is coming up on due dates, and going to need to update their profile. No longer do I have to manage their documents.”

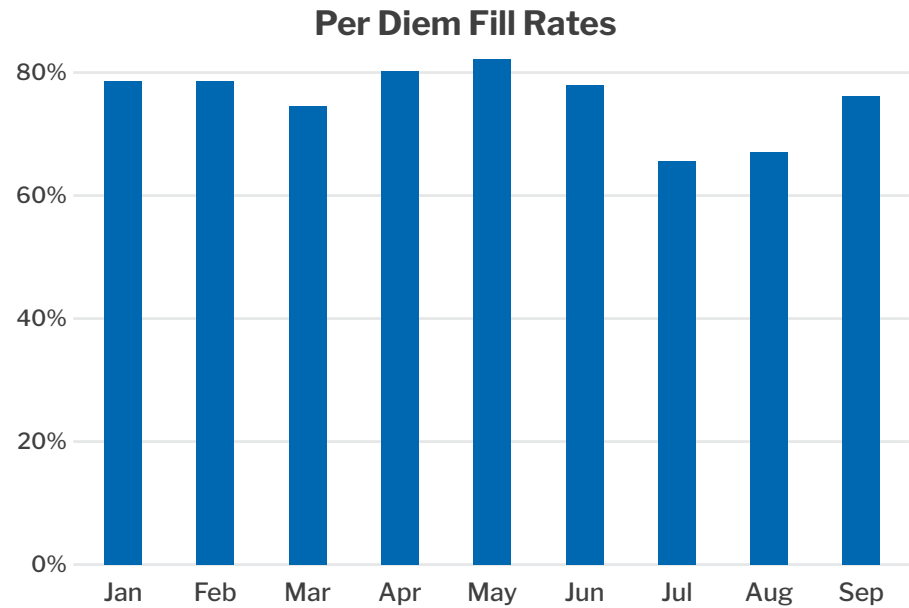
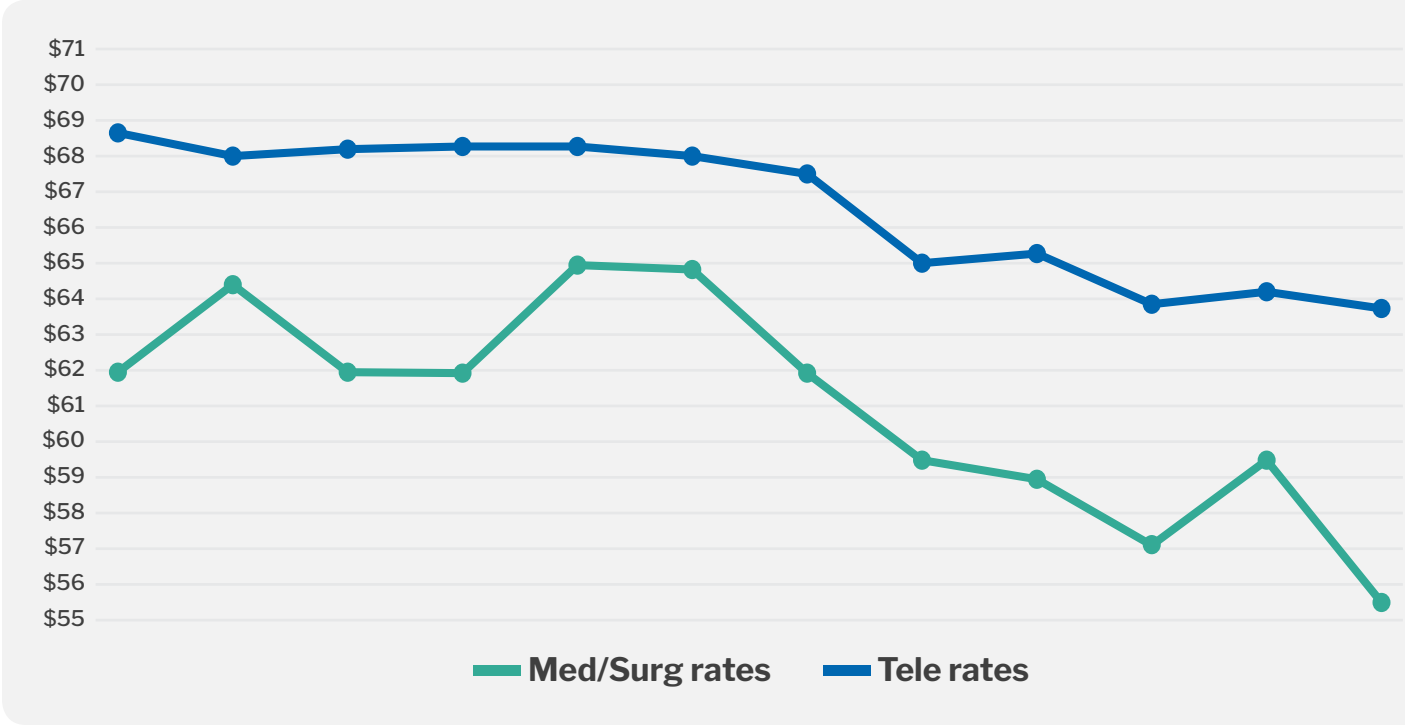
–Ian Quinn, Nurse Manager

Hourly Rates: Data represents a \$10 hourly wage decrease



“The biggest thing for me about ShiftWise is it’s really decreased our rates from a contract point of view. We were paying \$74.95 an hour for some weekend, tele nights. Now we don’t pay more than \$66 an hour on a weekend tele night. There were also morning med/surg shifts that we were paying \$69.21 an hour when I started. Now we don’t pay more than \$57 an hour for med/surg morning shifts. It’s decreased our hourly rate for contract labor by between 3 and 5 dollars an hour.”

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“If ShiftWise went away tomorrow, I wouldn’t do vendor relationships. I wouldn’t use agency because it wouldn’t know how. It’d be too hard.”

–Ian Quin,
Nurse Manager



ABOUT SHIFTWISE

Leading healthcare systems nationwide pick ShiftWise to lower costs, ensure compliance, and improve quality when using flexible, temporary, and contract professionals. With an intuitive, 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 healthcare providers and includes some of the most clinically advanced healthcare systems in the United States. ShiftWise is based in Portland, Oregon. Learn more about ShiftWise at www.shiftwise.com or find us on [Facebook](#), [Twitter](#), and [LinkedIn](#).

SHIFTWISE®

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