



## CASE STUDY

# Service & Innovation - Keys to Eliminating Manual Processes



## Shiftwise Ensures Compliance and Provides Transparency

### EXECUTIVE SUMMARY

A physical rehabilitation healthcare provider with 150 locations across 35 states needed a vendor management system to help achieve their strategic goals of transparency, productivity reporting, credentialing, and compliance for their contingent workforce using automation.

Shiftwise integrates with their internal systems to ensure the standardization of procuring agency staff and enabled consolidated productivity reporting, allowing the organization to know exactly what they are spending with each staffing agency partner, within each discipline and modality, and at every facility down to the unit level.

The above solution provides significant time savings to key stakeholders across the organization alongside outsourcing contract management to the technology partner, saving both legal and supply chain teams valuable time.

### CHALLENGES: A LACK OF TRANSPARENCY AND REPORTING

A large and growing rehabilitation healthcare provider came to Shiftwise to assist with managing the utilization of contingent workers without automation.

At the time, the organization had 150 facilities in 35 states and needed to standardize the procurement of contingent workers for their respective facilities. Leveraging our VMS technology provided visibility to count of staff working, where they were assigned, and for how long. Optimizing a VMS system also secured their needs for custom reporting and to incorporate transparency.

### SOLUTIONS TO ENSURE COMPLIANCE

The functionality of ShiftWise, as a VMS technology platform, automates the on-boarding of contingent workers, end to end. This vendor-neutral process facilitates automation for online order requisitions, credential tracking for compliance, consolidated invoicing and custom integrations with the customer's HRIS system and AP technology, to produce valuable reporting metrics.

Additionally, and of significant importance, are the compliance features that monitor and manage position control. The lack of utilizing contract labor manually without a technology to track compliance for those contractors coming in and out of numerous facilities can put organizations at a compliance risk. The optimization of partnering with Shiftwise's technology platform, ensures that all contingent staff have met a system's credentialing requirements, including enterprise, facility, and unit specific documentation.

In March of 2021, we partnered with our customer to create automation between their HRIS systems of record and the VMS to support provisioning and eligibility of the placement of contract labor. This feed pushes encrypted data between their HRIS internal system and the VMS system, to ensure eligibility of any agency staff that are selected to work in a temporary assignment, who may have possibly worked for this organization in the past as an employee to ensure they are allowed to work in a contract capacity.

These credentialing capabilities within the VMS promote a workflow for onboarding contract labor and to promote good scores from Joint Commission surveyors, which influences reimbursements from regulatory agencies.

**Integrations between Shiftwise and timekeeping systems saves every controller several hours each week, and hundreds of hours over the course of the year.**

## **SAVING HUNDREDS OF HOURS THROUGH AUTOMATION**

In addition to the added assurances for compliant contingent workers, the integrations established between the internal systems of record of our customer, and the VMS system, provides significant time savings, negating the need for emails or vendor communication to be housed internally, or on paper.

Through a feed with their HRIS tool, a single ticket is automatically assigned to IT once a healthcare professional is cleared, granting all contingent workers, access to each of the critical systems they need to perform their jobs. This eliminates any delays to grant agency staff system access when they arrive to begin their assignment, increasing the hours of productivity, and less down time on start date of assignment.

The integrations have also eliminated paper time slips for their contingent workforce. Like internal employees, agency staff now punch in and out of the healthcare provider's timekeeping system. This results in the consolidation of productivity hours, allowing the organization to know exactly what they are spending with each staffing agency partner, within each discipline and modality, and at each facility down to the unit level.

In addition to the reporting and intelligence now available, the integrations between Shiftwise and timekeeping systems eliminates the manual review of hours worked/timeslips and invoices to approve manually, saving each finance leader several hours each week, and hundreds of hours over the course of the year. Supplementing the timekeeping system is the electronic integration of invoices from the VMS billing system to the healthcare provider's internal accounts payable system eliminating manual processing efforts.



Shiftwise has been a wonderful partner, committed to continuing to innovate and enhance the tools to help us work toward achieving our goals.

- Special Assignment Controller



## ADDED BENEFITS OF A TOTAL TALENT SOLUTIONS PARTNER

This organization utilizes a decentralized contracting process, where each location creates their own contract with every staffing provider they utilize. Some locations may utilize 10 staffing partners, while others could have 50 or more, resulting in anywhere between 200-500 contracts and addendums that would need to be managed by internal legal team, if not having outsourced this process to ShiftWise.

The client has partnered with Shiftwise to manage the administration of these vendor contracts, saving the organization an average of 100 hours per year, freeing their teams to focus on higher-priority tasks.

As part of AMN Healthcare, a total talent solutions company, we support our healthcare partners with services that go well beyond transactional responsibilities, providing consultative, advisory, and talent management services, in addition to the full spectrum of staffing and technology offerings.

This ability to be a partner in virtually every aspect of managing their contingent labor workforce frees our client partners to focus on what they do best – care for their patients and communities.

## NEXT STEPS TOGETHER

Learn more about how our vendor management solutions and consultative offerings can be tailored to help your organization.

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