



ShiftWise Client Case Study:

Bon Secours DePaul Medical Center Hampton Roads

ABOUT BON SECOURS DEPAUL MEDICAL CENTER

Since its founding in 1856, Bon Secours DePaul Medical Center has been committed to serving the community of Norfolk, Virginia. Bon Secours' extensive network of skilled, caring medical professionals provides quality healthcare and compassionate support. Bon Secours DePaul Medical Center offers all patients a wide variety of services, from primary care to family medicine.

Difficulties

In the mid-2000s, Bon Secours was struggling to efficiently fill

open shifts. The process was full of disjointed contracting, difficult time and cost reporting, annoying phone calls, and uncertainty with Joint Commission audits.

Helen Anderson, Administrative Director of HR at Bon Secours DePaul Medical Center, said that these issues prevented real company growth. "I don't even like to think about the time before ShiftWise and all the difficult things we had to deal with." She said. "I'd like to describe it as disruptive to my daily life; it was chaotic." They needed a change.

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—Helen Anderson,
Administrative Director
of HR at Bon Secours
DePaul Medical Center

Top challenges at a glance



Inefficient staffing processes



Time-consuming paperwork and phone calls



Lack of collaborative agency relationships



Overspending on staffing



Unprepared for audits



Wasted time on HR processes



Unnecessary overtime costs



Lack of visibility and transparency

Finding a Solution

After years of dealing with these issues, Bon Secours decided to take a progressive approach to the problem, looking to automate processes, analyze data, improve workflow, maximize internal resources, and implement strategies that would save them time and money. The choice was ShiftWise's vendor management system (VMS), and the positive changes have been clear.

"The Bon Secours health system decided that we needed a vendor management system, and I wholeheartedly concurred," Anderson said. "When I heard about ShiftWise and all the advantages it would bring to us, I just agreed immediately that this is what we needed."

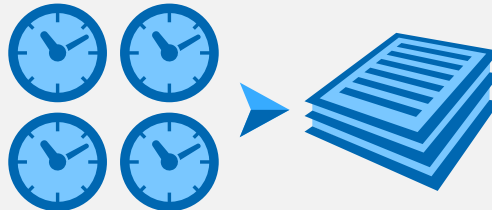
BON SECOURS SEES POSITIVE RESULTS

Since choosing ShiftWise's VMS, Bon Secours was able to improve labor management quality across the board. Workforce insights make labor usage clear, patient safety has improved, compliance is a sure thing—so sure that, according to Anderson, once the Joint Commission hears Bon Secours uses ShiftWise, they know that they already meet the necessary standards.

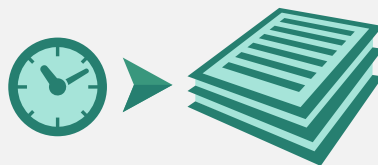
"It was a breath of fresh air when we went with ShiftWise."

—Helen Anderson

Prior to ShiftWise it took **hours** to pull reports for the Joint Commission



With ShiftWise it only takes a matter of **minutes**.



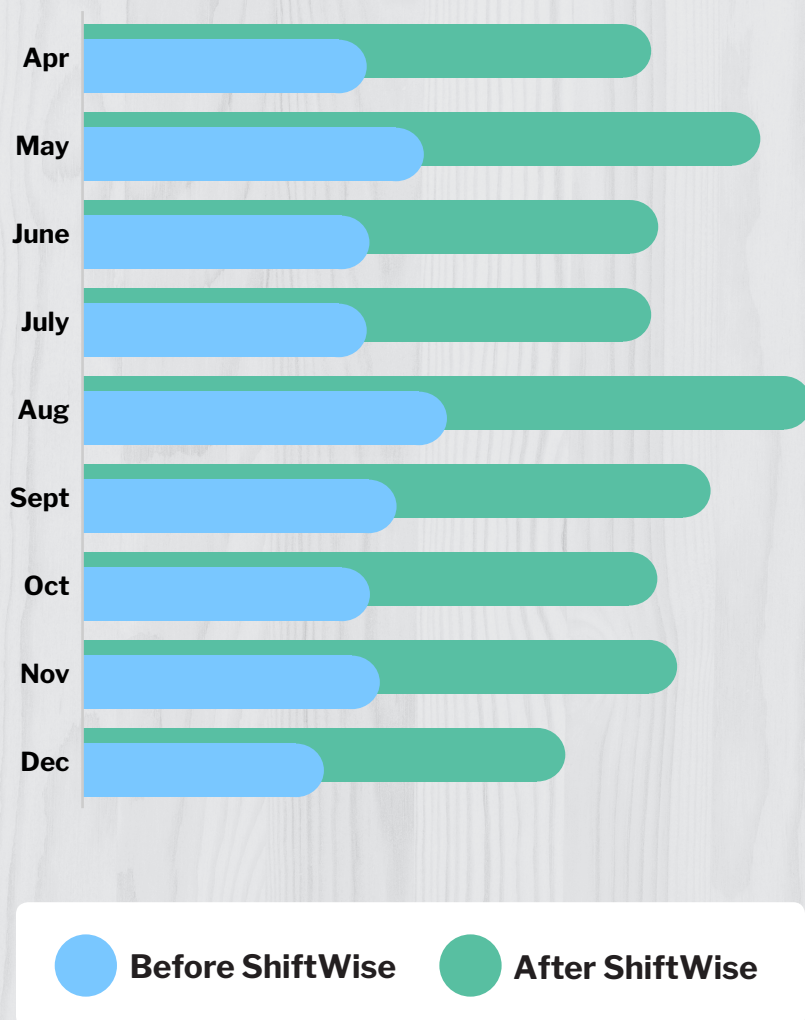
"We really see our relationships with the agencies as collaborative partnerships. I think our relationships have been enhanced with the use of ShiftWise."

—Helen Anderson

With this wealth of intuitive data, Bon Secours has saved time on processes, reduced costs, and improved overall efficiency. Today, this has led to all of Bon Secours using ShiftWise for clinical and non-clinical labor.

Initially, ShiftWise was implemented for contingent nursing staff, which accounted for 77 percent of Bon Secours' labor usage. After

Total Orders Filled

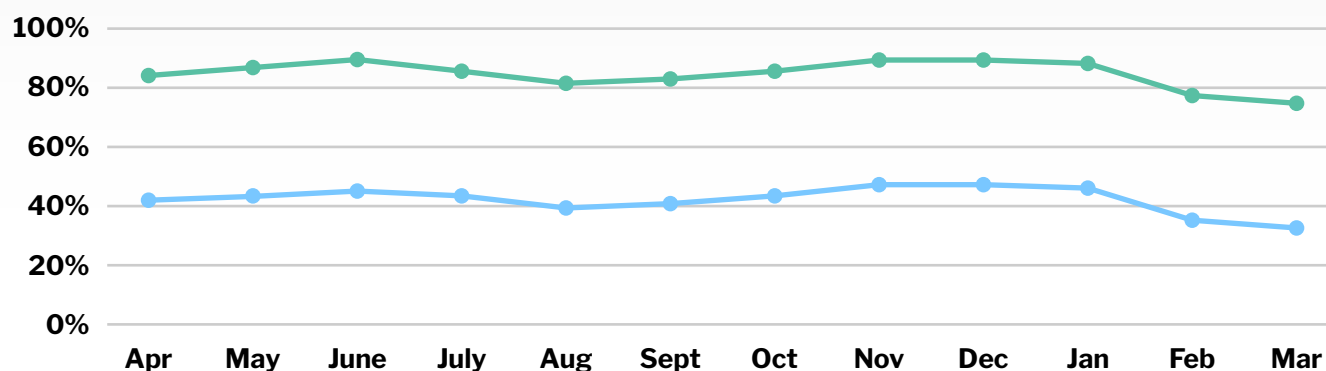


finding success there, ShiftWise's VMS was expanded to other departments, including allied clinical areas such as radiology. Anderson says that ShiftWise streamlined Bon Secours' dealings with agencies by standardizing its processes and providing transparency for both the hospitals and the agencies.

For hospital executives, ShiftWise has been a source of reassurance when it comes to credential management and ensuring full compliance.

ShiftWise has also streamlined the auditing process when the hospital is visited by regulatory agencies like the Joint Commission. Pulling the profile on a contingent employee is simple now, and can be done in just minutes on the computer. And according to Anderson, it's been a comfort to the nursing executives and HR professionals as well. With ShiftWise, all core staff know that contingent workers meet their expectations of quality.

Order Fill Rate



Positive Changes at a Glance



More efficient reporting



Less time wasted on paperwork and phone calls



Cost savings and improvements



System-wide benefits



Assured compliance



More prepared for Joint Commission audits



Improved patient safety



Access to workforce analysis and insights



Increased visibility into entire workforce

"I would recommend ShiftWise to any hospital system regardless of the size...[it's] the way to go."

—Helen Anderson

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](#).



www.shiftwise.com