

ShiftWise Client Case Study:

HCMC | Hennepin County Medical Center

ABOUT HENNEPIN HEALTHCARE SYSTEM

Based in Minnesota, Hennepin Healthcare System provides top care to residents of Hennepin County. Hennepin Health takes an integrative approach to patient care by addressing not only its members' medical needs, but also their behavioral health and social service needs. Hennepin County residents can benefit from one of Hennepin Health's three products: Hennepin Health-PMAP, Hennepin Health-MN-Care, or Hennepin Health-SNBC.

staff. They were struggling to fill open shifts while maintaining the quality their patients expected—and they were wasting valuable time trying to do so.

Instead of focusing on improving processes to optimize fill rates and find quality staff, they were wasting time creating reports and metrics, correcting billing errors, and troubleshooting technical issues. Overall, the Hennepin Health team was struggling to get their daily tasks done, and this led to frustration among human resource professionals and healthcare workers alike. The small daily struggles turned into hours of wasted time and thousands of wasted dollars.

“Our troubles with the Joint Commission went away the day we implemented ShiftWise.”

—Tony Campisi | Director of Staffing Hennepin County Medical Center

Difficulties

Hennepin Health was trying to optimize their core and contingent

Top challenges at a glance



Inefficient contingent staffing processes



Time-consuming reports/paperwork



Overspending on staffing



Manual errors in billing



Technology malfunctions



Wasted time on HR processes



Unnecessary overtime costs



Time-wasting phone calls



Lack of visibility into workforce

ShiftWise as a Solution

Hennepin Health knew that they needed a change not only in how they filled open shifts, but how their system as a whole was managed. Without a quick, user-friendly system with fast implementation and an all-inclusive support system, Hennepin was facing even more frustration and difficulties. Once they discovered ShiftWise, they knew that they were in the right hands.

Along with ShiftWise's cloud-based vendor management system (VMS), Hennepin Health was provided with a comprehensive support team to get them on the right track.

ShiftWise provides a full support program to drive higher fill rates, improve workforce talent, and ensure success.

"The ShiftWise Account Management team is like family!"

—Tony Campisi | Director
of Staffing Hennepin
County Medical Center

THE SHIFTWISE CUSTOMER SUPPORT TEAM IS AVAILABLE 24/7/365



Account Management Team

- Analyzes your local market to find the right staffing vendors for your facility
- Optional day-to-day onsite program management



Customer Support Team

- ShiftWise provides customer call support 24/7/365
- 99% of issues are resolved on the first call



Supplier Relations Team

- Direct support with personal assistance for day-to-day operations and strategic initiatives
- Free weekly online training classes



Training Team

- Provides comprehensive online training programs to help learn the ins and outs of the software
- On-demand access to free eLearning lessons focused on in-depth vendor management topics



Implementation Team

- Implements ShiftWise without disrupting your day-to-day activities
- Ready to go in as little as 4 weeks



Before
ShiftWise
30 minutes



After
ShiftWise
1 minute

Before implementing ShiftWise, Hennepin was waiting on hold for **30+ minutes**. With ShiftWise, the average wait time for incoming support calls is **just one minute**.



97% of issues
are resolved on
the first call



98% of customers
have a positive client
feedback score

Before ShiftWise
**1-3 reports
generated manually**



After ShiftWise
**15 reports
generated automatically**



Average customer support calls are resolved in
5 minutes

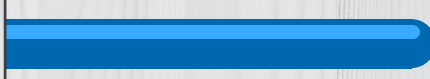
Number of Resolved Cases

Before ShiftWise



Number of Resolved Cases

After ShiftWise



Seeing Positive Results

With ShiftWise's team of support, Hennepin Health was able to spend less time on paperwork, phone calls, and staffing processes. In fact, with ShiftWise, Hennepin was able to save two hours each day—hours that were previously spent on troubleshooting technology errors.

With more time to focus on issues that matter, Hennepin Health improved contingent labor quality and sped up the time to fill shifts. With comprehensive reporting and analytics, Hennepin's HR professionals were able to gain visibility into the day-to-day staffing functions of their healthcare system, giving them the knowledge they needed to make important decisions.

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