



## Case Study

# RELIEVING ADMINISTRATIVE BURDEN THROUGH EFFICIENT BEST PRACTICES

## Medical Solutions entered

a managed services provider (MSP) agreement with a 262-bed, Level III Trauma Center located in Manchester, NH, in 2021. While Medical Solutions and this facility had a pre-existing relationship dating back to 2018, their engagement with the MSP platform furthered the level of customer experience, strategic guidance, and process efficiency they received.

The COVID-19 pandemic exacerbated the administrative burden placed on the internal team while exposing the need to fill crucial staffing gaps outside of solely the nursing field. The uncertainty surrounding the market, post-pandemic, furthered the need for a true strategic partner that not only provided guidance but also unique solutions to the challenges facing their program.



### CHALLENGE

Our client needed to provide staffing services across all service lines while utilizing a single point of contact to cut down on administrative burden.



### SOLUTION

Medical Solutions introduced best practices to improve efficiencies and effectively manage their staffing program while filling the need for improved quality and throughput of clinicians.



### RESULTS

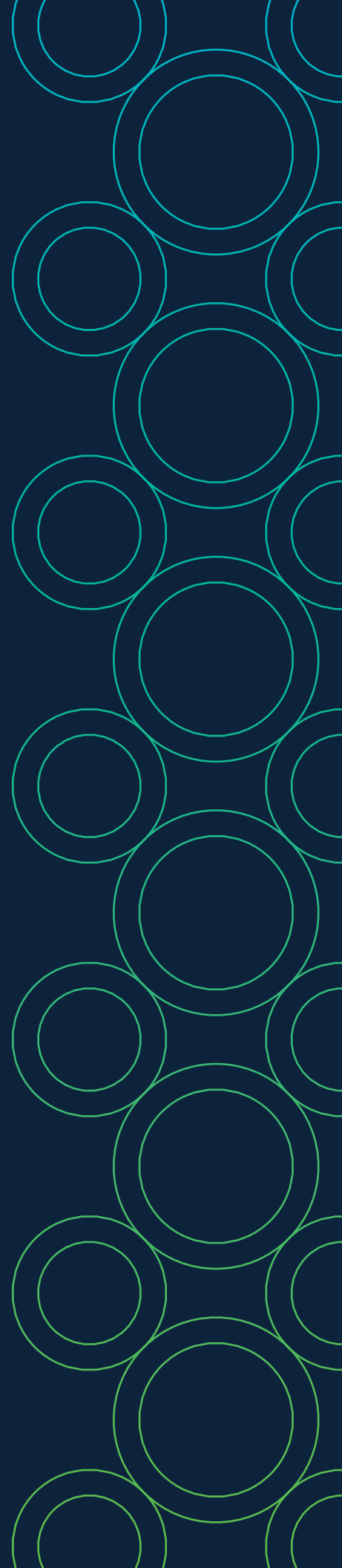
Throughout the volatility of the market, Medical Solutions constantly looked towards providing the right candidate at the right time, for the right price, and consistently executed for this facility, resulting in a decrease in bill rates and cost per traveler.



## Challenge

Our client was managing a sizeable staffing program through their HR team that involved communicating with multiple contacts within their former agency, plus various contracts, billing terms, and compliance processes. This, coupled with the lack of a consistent throughput strategy, led to an internal resource drain down to the unit level as well as an increase in cost per travel and agency spend. The HR and clinical team tasked with managing the agency program spent countless hours and resources driving efficiencies that could have been utilized in different capacities, such as permanent recruitment and employee engagement.

Ultimately, the client looked to **Medical Solutions** to provide staffing services across all service lines while utilizing a single point of contact to cut down on the administrative burden their staffing program had created. A true strategic partner was required to drive industry best practices that improved efficiencies. Finally, the need for a technological platform to house and track candidate documentation to limit compliance risk as well as spend and utilization tracking was outlined. This facility was looking for a one-stop, service-driven, and forward-thinking partner to assist in managing their staffing program.





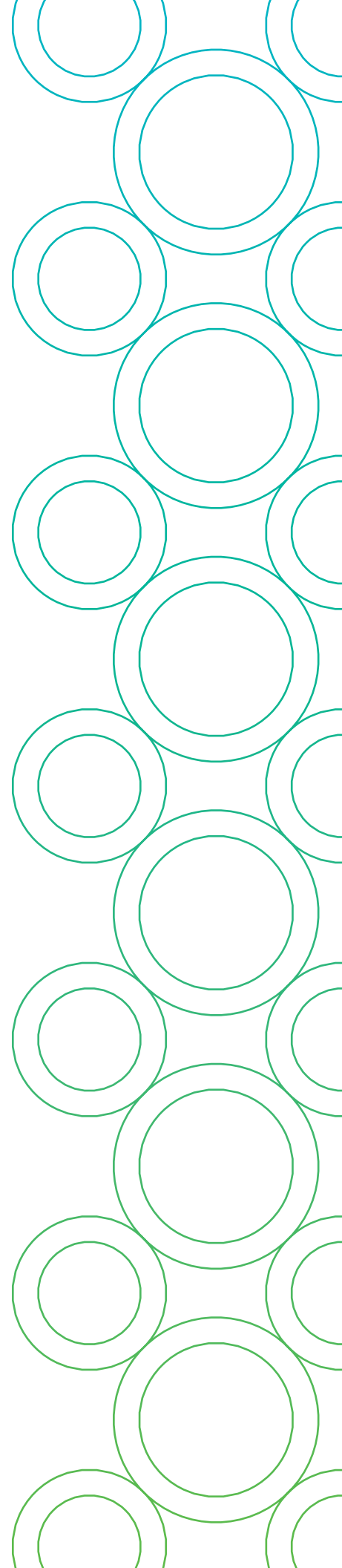
## Solution

With **Medical Solutions** procuring a large portion of their employees on assignment, we remained in constant communication surrounding the areas where we felt we could provide additional value. Our client outlined a need for improved quality and throughput of clinicians across their entire agency program, cost control, and strategic guidance, as well as process efficiencies when it came to protocol, candidate tracking, billing, and spend.

Medical Solutions' managed services program aimed to solve three main challenges – streamline throughput activities, utilize technology to drive efficiency, and provide strategic guidance. To alleviate the administrative burden, a single point-of-contact model was developed with an internal team to help manage operational items. Along with a single point of contact came a standard set of compliance and billing guidelines to support this facility's program. These individual processes reduced the number of inaccuracies and the amount of time required to clear clinicians prior to start.

Additionally, a single timekeeping and billing process ensured that spend could be easily tracked for executive leadership while reducing the payment/collections burden on both agency and facility AP teams. Along with operational updates, a dedicated panel was developed to drive consistent-quality candidates toward the program.

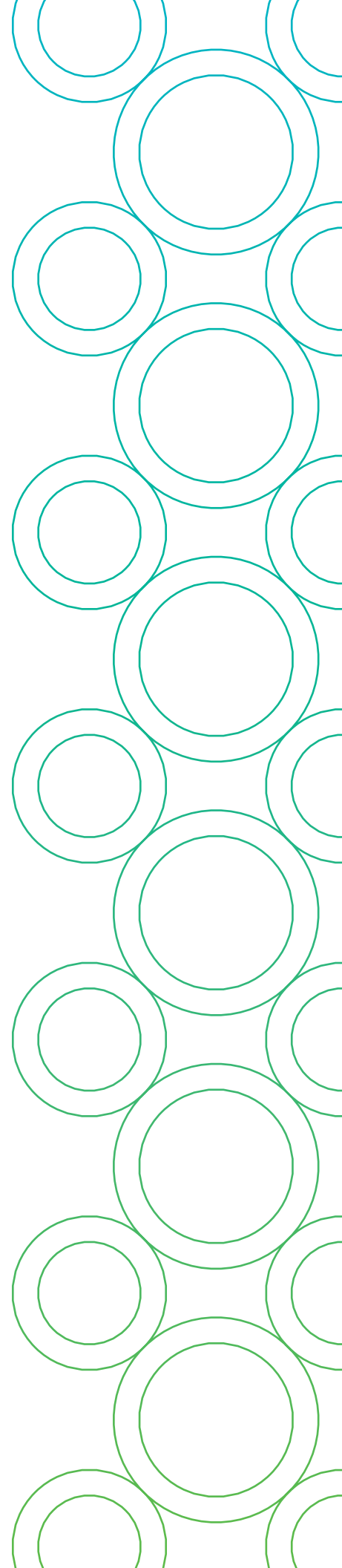
Technology was leveraged on multiple levels, beginning with a dedicated client portal that housed all current and historical traveler, compliance, and spend data. This not only limited the amount of compliance risk but also provided an easy avenue to pull specific records upon demand. A traveler timekeeping app was implemented to provide clinicians with an easy route to report their hours that would integrate into the single billing process. In addition to process improvements, our client also received access to a unique suite of industry intelligence to further support their strategic staffing decisions.





## Solution (Cont.)

Throughout all these process adjustments also came the need for a true strategic partner that helped identify areas of opportunity while guiding the client through the new world of contingent labor. **Medical Solutions** created a dedicated liaison to advise on market intelligence and industry best practices to further improve the quality of CMC's staffing program. The volume of resources available to their facility far exceeded their internal capacity while providing access to components that would increase costs should they leverage them on their own. In addition, the strategic partner provided an avenue for facility leadership to voice any concerns or adjustments to ensure the program is constantly aligned with its strategic initiatives.





# Implementation

To deliver upon the solutions provided, **Medical Solutions** tasked an implementation team that included representatives from their account management, IT, and MSP functions to outline how to seamlessly integrate. This process included a deep dive into each facility unit and process to outline specific goals and objectives. Over the course of 30-60 days, protocol and onboarding consolidation occurred to streamline the throughput process. Included in that was an avenue to train facility users on the resources available to them as well as the technology platforms.

Communication across the service lines set appropriate expectations in terms of what to expect from the Medical Solutions experience. This included items such as interview guidelines, timesheet approval, and communication processes. A clinical liaison also met with each unit to outline their unique challenges or differences to ensure our fulfillment process keyed in on these areas with respective candidates. At the core of the MSP model was white-glove service which drove our ability to provide the right candidate, for the right unit, at the right time. Vendors with a vested interest or history of supporting our client's facility received a unique invitation to join their affiliate panel. Rather than providing access to every agency, Medical Solutions pushed to have only the most engaged support for the program to drive consistent quality across candidates and processes.

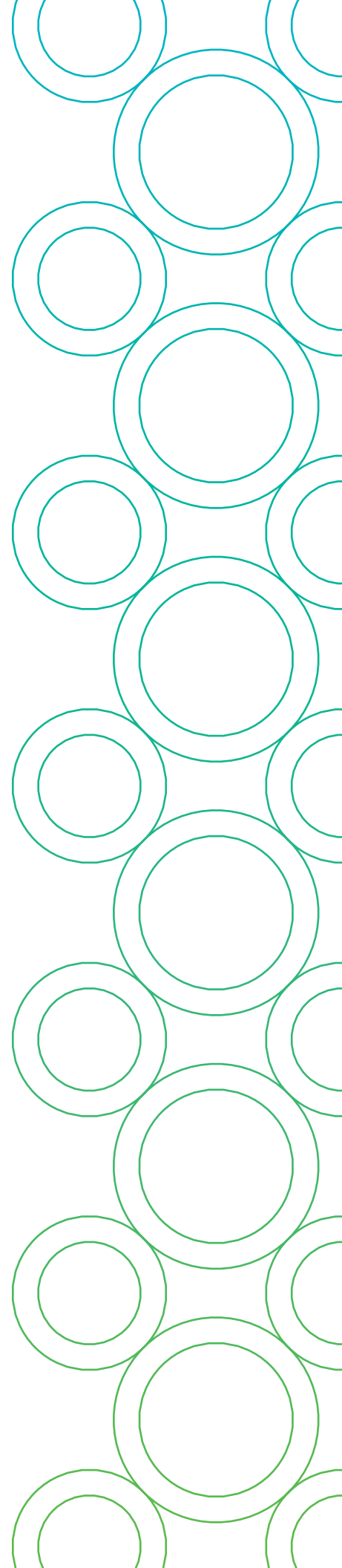
Upon the completion of the implementation process, business reviews were implemented to provide a channel to continually assess the program's performance. With an executive-level line of sight for all MSP clients, changes could be made quickly to ensure Medical Solutions was constantly supporting the facility's strategic objectives. In addition, this created an avenue to provide market insights through the "Medical Solutions Lens," a truly transparent view of the industry.



# Results

**Medical Solutions** was successful in developing a program that met the needs of this NH-based facility during the pandemic with a framework set to adjust as the market continued to evolve. The HR and clinical staff that once managed every facet of their program had time freed up to drive internal initiatives, which led to an increase in permanent hires. Access to obscure specialties such as Cath Lab or Rad Techs through the program enabled units to continue to operate and drive top-line revenue until a permanent backfill was identified. Twenty units recorded utilization after being deemed understaffed, as opposed to only five prior to the MSP implementation. In addition, the consolidation of processes freed up time for the operational teams while providing a clearer line of sight into the status of each area. This facility had multiple Joint Commission audits that resulted in a 100% rating due to our compliance dedication.

The MSP platform drove cost containment by avoiding the high demand swings due to the utilization and forecasting behind our market intelligence. Our client's rates were often 10-20% below that of their regional competition. Despite their financial stance, acceptance and extension rates both exceeded the national average. In 2022 alone, they decreased their bill rates by over 28% and cost per traveler by roughly 26%.



# About Us

**Medical Solutions'** workforce solutions include a managed services program, which offers hospitals and healthcare systems a streamlined approach to contingent workforce processes, helping facilities gain efficiencies, control labor costs, and enhance patient care standards.

**Ready to learn more?**

Call us today at **866.633.3548** or visit **[MedicalSolutions.com](https://www.MedicalSolutions.com)**.

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