



FLOAT POOL MANAGEMENT

A FLOAT POOL MANAGEMENT SOLUTION FOR A MULTI-SITE SYSTEM

A Massachusetts-based hospital system turned to us to manage a per diem float pool solution across ten hospitals in the Boston metro area.

Client Scenario

Facing system-wide staff shortages with limited ability to recruit and hire additional registered nurses, this community-based hospital system needed to rethink how they could provide clinical coverage across a ten facility healthcare system located just outside of Boston.

- Ten separate facilities competing in a highly competitive hiring market
- System-wide labor shortages among the RN staff due to increased retirement rates, unfilled positions and budget restrictions
- Scheduling challenges due to daily census fluctuations across all facilities
- A desire to reduce overall utilization of travel nurses to supplement their workforce
- Strong union policies regulating full-time nurse travel scheduling
- Unsuccessful past efforts to manage per diem use through their VMS platform

Our Solution

Recognizing the need to creatively address their staff shortages and scheduling challenges, this client turned to us to implement and manage a system-wide per diem float pool to maintain core staffing levels across all hospitals in their system.

Through a combination of float pool management and vendor consolidation, our solution provides our client with a flexible, cost-efficient solution that includes:

- A designated account team and point of contact
- Schedule coordination across all hospitals and schedule calendar management
- Block booking of float pool nurses based on monthly schedule availability
- Cross-orientation of nurses for multi-facility availability
- Development and management of RN incentive program resulting in increased float pool participation

Program Results

Launched in March of 2014, the program has dramatically improved overall RN staff coverage and patient support across the entire healthcare system. In the first four months, the program has resulted in:

- Over 9,500 hours of RN per diem shift coverage across all facilities
- Documented clients savings of over \$70,000 in hard costs
- Improved usage insight, understanding of RN shortages and staff spend control
- The ability to make census based staffing level adjustments as necessary without penalty
- Extremely positive satisfaction scores among participating RNs
- Originally focused solely on medical-surgical needs, the program has been expanded to include ER, ICU and Telemetry registered nurses

Supplemental Health Care works with healthcare organizations large and small, helping them reduce their cost of care, improve their staffing coverage, ensure employee compliance and increase their ability to manage agency activity and decrease spend.

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