

FROM STRESS TO SUCCESS:

AN MSP SOLUTION FOR IMPROVED CONTROL, COST, AND QUALITY

Supplemental Health Care began working with a nationwide provider of Physical, Speech Language, and Occupational Therapy services throughout the country. Their objective was to create a unified staffing program that would streamline their operations, improve their cost structure and, most importantly, insure their ability to meet the patient demand at all facilities.



Client Situation

- 700+ locations nationwide
- Decentralized staffing model, no common processes
- Over 300 suppliers used
- Inefficiencies in staff management
- Lack of compliance and utilization transparency
- Talent shortages in key healthcare roles

The Solution

- Designed, developed, and deployed a Managed Service Provider program allowing the Client to turn over their entire contingent labor talent pool to Supplemental Health Care.
- Established dedicated account team
- Standardized and provided training of new processes for over 1000 end users
- Successfully on-boarded over 170 affiliate vendors through web-based system
- Customized and integrated our VMS technology with the client HRIS system

Program Results

- \$3.5 million in first-year savings
- Standardized rate cards
- Reduced vendor pool
- Rogue spend eliminated
- Consolidated billing
- Increased fill ratio to 97%
- 100% candidate compliance and credentialing
- Fully integrated VMS technology
- Uniform requisition and timekeeping systems
- Increased program compliance and visibility
- Workforce usage analysis
- Single reporting platform
- Vendor performance tracking
- Quarterly partnership reviews sharing fully transparent metrics

Perhaps Our Client Says It Best

"Our focus is patient care. Yes, this program has saved us money and streamlined the way we do business; but, most importantly, it allows us to better support our clients, helping them provide better patient care."

—VP, Recruiting & Human Resources

MSP Program Functions

Financial

- Bill rate standardization
- Consolidated reporting/invoicing
- Annual market analysis
- Incumbent benchmarking

Risk

- Clinical compliance
- Contract compliance
- Candidate screening
- Co-employment assessment

Change

- Phased implementation
- Job description development
- Program messaging/adoption
- Training & support

Process

- Order workflow
- Candidate placement & on/off-boarding
- Time capture/approval & reporting
- Consolidated invoicing

Vendor

- Supplier relationship ownership
- Tiered supply chain
- Strategic rationalization/selection
- Performance management

Supplemental  Health CareSM
WORKFORCE SOLUTIONS