

## CASE STUDY

# How Ardent Health used a locum tenens VMS to increase revenue by more than \$2.5M in 1 year

Nashville-based Ardent Health faced challenges managing locum tenens physicians at 200+ facilities across six states. By partnering with Locumsmart, a locum tenens vendor management system (VMS), Ardent streamlined its processes, improved patient satisfaction, and increased revenue from its locum tenens physicians by more than \$2.5 million within one year.



## THE CHALLENGE

With hundreds of temporary physicians, Ardent struggled to consistently enroll its locum tenens providers with payors and bill for services, leading to frustration and lost revenue. The heavy administrative burden made it difficult for Ardent to efficiently use locum tenens to meet their patients' needs.

## RESULTS OF PARTNERSHIP WITH LOCUMSMART

**\$147K+**

estimated savings  
in one year due to  
invoicing improvements

**\$20K+**

estimated savings  
in annual  
administrative costs

## THE SOLUTION

Ardent turned to Locumsmart as a centralized platform to manage its locum tenens recruitment process. In addition to giving Ardent access to more vendors, Locumsmart streamlined administrative tasks, such as:

- ✓ **Managing contracts**
- ✓ **Evaluating candidates**
- ✓ **Document management**
- ✓ **Vendor payments**
- ✓ **Payor enrollment**

Ardent was also able to optimize its locum tenens spending with data-driven insights based on Locumsmart's:

- ✓ **Real-time reporting**
- ✓ **Cost and usage projections**

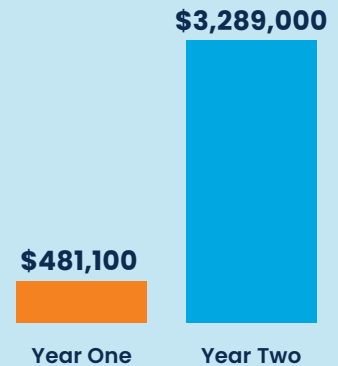
## THE RESULTS

Ardent estimates that Locumsmart has saved the health system about \$20K annually in lower administrative costs by streamlining its locum tenens processes.

But the improvement was more than just time savings alone. Locumsmart's invoice quality-assurance process saved Ardent an estimated \$147K in its first year by ensuring vendors were billing them correctly.

Even more significantly, improved payor enrollment and billing for patient care services allowed Ardent to increase revenue from locum providers by more than \$2.5 million in just one year.

### Increase in Revenue from Contracted Providers



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Our partnership with Locumsmart helps us to see that locums can be a revenue generator, just like our employed providers. So we're able to utilize temporary staffing to not only provide the care that's required, but also achieve what we need to on the operational side from a business standpoint.

– Christy Bray Ricks,  
Vice President, Provider Talent with  
Ardent Health Services

**80%**  
of the marketplace is  
accessible through  
Locumsmart with  
**70+**  
vendors

Locumsmart offers the deliverability, support, and data capabilities you need to successfully manage your locum tenens program. To learn more or request a demo, email [sales@locumsmart.net](mailto:sales@locumsmart.net).