

CASE STUDY

How one large healthcare system reduced costs and streamlined its locum tenens usage

Operating more than 40 hospitals and over 900 physician practices and outpatient facilities, one of the largest healthcare systems in the U.S. regularly makes use of locum tenens providers to supplement its staff of 4,000+ physicians and advanced practice providers. CHG Healthcare and Locumsmart worked with this healthcare organization (HCO) to provide a solution that would meet their quality and volume requirements while increasing transparency into systemwide locum tenens usage and spending.

THE CHALLENGE

Like many others, this HCO faced the challenge of managing locum tenens usage and spending without a centralized locum tenens hiring process. Each hospital's recruiting team was responsible for managing its locum agency contracts independently, which resulted in:

- Contract conditions that varied by location, even with the same vendor
- Poor visibility into locum tenens utilization systemwide
- Inconsistent invoicing processes
- Staffing redundancy and a lack of centralized oversight

To address the problem, the HCO explored several managed service providers (MSPs) and vendor management systems (VMSs) for hiring locum tenens. Following this exploration process, the organization began working with CHG Healthcare, along with other agencies, to fill its locums needs while continuing to search for the right locums management solution.

THE SOLUTION

The HCO ultimately selected Locumsmart because of the VMS's wide reach, extensive tracking and reporting capabilities, and ease of implementation.

Locumsmart's network provides access to tens of thousands of highly qualified locum tenens providers from dozens of locums agencies under one vendor contract. This includes CHG Healthcare, the locum tenens agency with the largest share of the locums market in the U.S.

Locumsmart also provides:

- Real-time reporting
- Detailed candidate tracking
- Consolidated billing
- Forward-looking locums cost projections
- A sole point of contact

Using a single-source solution also allowed the HCO to streamline its locum tenens hiring process for greater cost savings, efficiency, and centralized approval.

THE RESULTS

The Locumsmart collaboration has helped the HCO align short-term locum tenens needs with their long-term recruitment plans. Improved reporting has provided better visibility into systemwide locums utilization for better decision-making. Consolidated billing and the locums review process has resulted in greater efficiency and cost

savings, including:

- \$1.11 million in savings as a result of the Locumsmart QA process
- More than 50% reduction in the average cost of locum tenens travel
- Improvements in financial oversight that ensure each invoice is accurate and compliant with HCO's policies and that payments are withheld if there are chart delinquencies

RESULTS OF PARTNERSHIP WITH LOCUMSMART

1.11m

savings from locums QA process

50%

reduction in locums travel cost

75

contracts with vendors in the platform

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It really comes down to the technology. Before Locumsmart, we had limited reporting capabilities; we couldn't track candidate presentations, timesheets, shifts worked, or invoices. Locumsmart allows us to look beyond the spend and focus on utilization and quality. We can better align our recruitment needs because we can see where we're utilizing locums the most.

– Senior physician recruiter,
large health system

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We trust Locumsmart because they provide us with industry insights, help us attract quality locums, and alert us when there's a problem so we can dive in and work out a solution.

– Executive director,
large health system

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.