

## CASE STUDY

# How one health system centralized its locum tenens program and unlocked cost savings

With a footprint in three states, one of the largest health systems on the Gulf Coast—consisting of 46 hospitals, 370+ clinics, and thousands of providers—found itself with fragmented locums processes and little visibility into overall locum usage and spend. Partnering with Locumsmart allowed this healthcare organization (HCO) to centralize its locum tenens program and identify efficiencies and cost savings through better data visibility.

## LOCUMS CHALLENGES

Prior to adopting Locumsmart, the organization's senior leaders had no easy way to oversee its systemwide locums program. Some challenges included:

- 1 Fragmentation:** Each of the 11 recruiters managed locums independently. Additionally, many departments handled their own locums needs outside of regular processes.
- 2 Process breakdowns:** Manual processes led to errors, such as coverage gaps and duplicate payments, while incomplete credentialing created onboarding hurdles and missed revenue opportunities.
- 3 Lack of visibility:** Locums fragmentation and error-prone processes made it difficult for senior leaders to access basic data about locum utilization.

## Results from Locumsmart partnership

HCO has saved an average of

**2.1%**

on all physician specialties, with a tremendous

**19.1%**

savings for gastroenterology and

**5.4%**

for internal medicine.



## THE SOLUTION FOR IMPROVED EFFICIENCY

The HCO evaluated about a dozen different vendor management system (VMS) platforms before choosing Locumsmart, a comprehensive platform that centralizes all locums requests, credentialing, scheduling, and invoicing into one place.

In addition, the organization took two actions to help guarantee the platform's successful adoption. First, they hired a dedicated locums recruiter coordinator to spearhead implementation and oversee 250+ users as they learned and started using the system. Second, they provided high-level support, with leadership requiring every department to use the system.

## TRANSFORMATIONAL RESULTS

Implementation of Locumsmart transformed the locum tenens program at this large healthcare organization in the following ways:

- **Visibility:** Comprehensive usage and spend information can be accessed in real time, which supports continuous process improvements and informed staffing decisions.
- **Cost savings:** The HCO has saved an average of 2.1% across all physician specialties, with a tremendous 19.1% savings in gastroenterology and 5.4% in internal medicine.
- **Cost avoidance:** Data revealed problems such as unauthorized locum use and billing outside the system, leading to double payments and other irregularities.
- **Credentialing compliance:** Formalizing the credentialing process helped identify and overcome gaps, such as regions that weren't fully credentialing providers or consistently billing for locum services.
- **Streamlined onboarding:** A leaner onboarding path has allowed providers to start earlier, improving patient access to care.

Working with Locumsmart enabled this HCO to centralize its locums program, gain meaningful visibility, and harness data to drive cost savings and improved patient access.

Discover how Locumsmart can help your healthcare organization achieve cost savings and operational efficiency. Contact us at [sales@locumsmart.net](mailto:sales@locumsmart.net).