

CASE STUDY

How one health system streamlined its locum tenens processes and saved \$1M

With 51 hospitals across seven states in the Western U.S., a healthcare organization (HCO) was overwhelmed by a manual locum tenens hiring process. The health system turned to Locumsmart to manage and streamline its locum tenens hiring, resulting in improved fill rates, less administrative burden, and \$1 million in savings.

THE CHALLENGE

As the HCO grew, it became increasingly burdened by an inefficient locums hiring process that relied on email and a manually managed Excel spreadsheet. The organization was growing to a point where its data overwhelmed the Excel sheet, nearly causing it to crash.

This manual process resulted in several problems:

- Communication delays between its vendor management system, vendors, and candidates
- Process inefficiencies from manually managing the locums program
- Human errors leading to vendor disputes and misinformation on confirmation letters and bid rates

Those problems not only increased costs but also drained revenue when locums positions were not filled, ultimately resulting in patients not receiving care.

THE SOLUTION

The HCO selected Locumsmart to help manage its locum tenens hiring. Locumsmart offered a robust software platform, client support services, and a dedicated compliance team. Process improvements offered with the implementation included:

- Full locum tenens process automation
- Simultaneous access to multiple vendors
- Robust real-time data analytics

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

RESULTS OF PARTNERSHIP WITH LOCUMSMART

\$1m

savings in one year

90%

locums request fill rate

THE RESULTS

With Locumsmart, the healthcare organization now has a locums process that is faster, more efficient, and more cost-effective. Specific improvements include:

- Time savings: An 80% reduction in hours to first bid, and a reduction of 21% in days to confirm.
- Higher fill rates: A 90%+ locums request fill rate.
- Resource savings: No need to hire an additional FTE due to Locumsmart's support services.
- Cost savings: \$1 million in savings in prevented billing errors the first year due to Locumsmart's invoice compliance check process.



The ease of Locumsmart allows our team to focus on holding our internal partners accountable to responding more quickly to keep our vendors engaged in our process. For anyone who is looking to take the next step in their locums utilization, Locumsmart is certainly a system they need to consider.

– *Supervisor of locum tenens administration*



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.