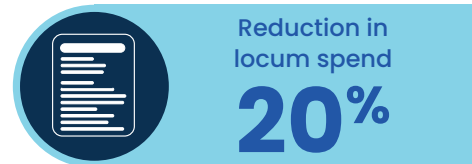


How a one-day Lean event resulted in a health system saving more than \$19M and reducing locum tenens spend by 20%

A national healthcare organization operating more than 100 hospitals sought to gain greater control over locum tenens utilization and spending. Despite a longstanding partnership with Locumsmart, its leadership recognized opportunities to improve the organization's locum strategy.



THE CHALLENGE

As locum tenens utilization increased across the organization, leaders faced several challenges:

- Limited visibility into locum tenens utilization and spend across the enterprise
- Inconsistent approval processes for locum requests
- Difficulty ensuring lower-cost staffing alternatives were considered before locums were utilized
- Limited access to actionable data for workforce planning and financial oversight

The organization wanted a more structured approach to managing locum tenens resources while improving accountability and cost control across service lines.

THE SOLUTION

In 2023, Locumsmart facilitated a one-day, in-person lean event designed to identify opportunities for immediate improvement. The engagement was completed at no cost to the health system and resulted in five key recommendations.

- 1 Centralized requisition approvals:** By leveraging a built-in approval process for requisitions, the organization was able to automate and standardize all approvals for locums coverage. This provided leadership with real-time visibility into staffing requests and ensured lower-cost alternatives were evaluated before locums were approved.
- 2 Physician recruitment alignment:** Recruitment teams gained access to locum utilization reports that helped identify opportunities to convert temporary providers into permanent hires.
- 3 Real-time financial reporting:** Finance leaders were equipped with on-demand dashboards that provided immediate visibility into locum tenens spending and utilization trends.
- 4 Service line accountability:** Department and service line leaders received access to utilization and spend data, supported by defined KPIs that enabled more consistent performance monitoring.
- 5 Predictive workforce planning:** The organization began using predictive analytics to identify staffing trends earlier and proactively address coverage needs before utilization escalated.



THE RESULTS

Within three months, utilization trends began moving in the right direction. A year-over-year comparison between 2023 and 2024 demonstrated significant operational and financial improvements.

\$19M+

in total savings
year/year

\$1.24M

recovered through
invoice
compliance processes

20%

year/year
reduction in locum
tenens spend

8

OB-GYN providers
converted from
locum tenens to
staff positions

\$0

cost of
the LEAN
event

IMPROVED INVOICE COMPLIANCE

The organization also benefited from Locumsmart's invoice compliance process, which reviews agency invoices before payment by:

- Verifying billed hours
- Confirming expense documentation
- Validating rates against contracted terms

Through this process alone, the health system recovered \$1.24 million in a single year, without requiring additional staff resources or manual reconciliation efforts.

TRANSFORMED LOCUM TENENS MANAGEMENT

By combining operational process improvements, enhanced reporting capabilities, physician recruitment alignment, and predictive workforce planning, the health system transformed its approach to locum tenens management.

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)
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