

Case Study

Streamlining Processes in Suburban Wisconsin

A 200-bed, full-service, acute care hospital in suburban Wisconsin struggled with multiple points of contact, so they engaged Medicus Healthcare Solutions (Medicus) to streamline scheduling and improve their quality outcomes.



Client Scenario

The facility was utilizing services from eight different locum tenens companies to cover four specialties: Hospital Medicine, Psychiatry, Emergency, and Obstetrics/Gynecology. The Director of Physician Recruitment, who was responsible for managing and staffing the vacancies, spent 100% of his time juggling each of the locum companies instead of hiring permanent employees. Having multiple touchpoints caused:

- An inconsistent quality experience and limited accountability across specialties
- Significant strain on hospital resources, including credentialing, licensing, and medical office staff
- Lack of visibility to the hospital's expenses



The Medicus Solution

Medicus worked with the hospital to develop goal alignment and a personalized dashboard, providing ongoing visibility to performance analytics through MedicusIQ. This customized solution included:

- Streamlining all locum tenens staffing to a single, committed vendor accountable for meeting the hospital's needs through a variety of delivery capabilities.
- Centralizing contracts and consolidating invoicing to free hospital resources and allow them to re-focus and re-prioritize.
- Reporting through the MedicusIQ portal to allow the hospital to view important metrics by specialty, like spend data.



Results

Medicus' ability to effectively meet client needs through tailored services enhanced the hospital's performance. The Medicus Solution:

- Developed an efficient, single point of contact to focus hospital staff's time and allow them to recruit permanent providers.
- Minimized the hospital's expenses for additional credentialing resources by selectively running providers through the system.
- Garnered annual savings for the hospital by effectively staffing the same number of vacancies that multiple locums companies struggled to fill.
- Improved quality outcomes and management of the facility's specialties by providing continuous coverage with clinicians dedicated to the hospital's long-term success.
- Increased the fill ratio from 50% to 98% and eliminated the unnecessary bonuses paid to secure coverage.
- Stabilized a team within six months by hiring new physicians and converting two current locums physicians to permanent staff.

mSolve – The Medicus Difference

Medicus Healthcare Solutions engages in strategic staffing partnerships with hospitals, health systems, practices, and other facilities nationwide. Our exceptional locum tenens staffing, permanent placement, consulting, transition management, and project and resource management services offer complete solutions to healthcare organizations facing staff shortages and other service line challenges.