



CASE STUDY: Centralizing Locum Tenens Hiring at UnityPoint

Introduction:

UnityPoint Health provides care in nine regions throughout Iowa, western Illinois and southern Wisconsin through a system that includes 20 regional hospitals, 19 community network hospitals, and over 435 clinics. CHG Healthcare partnered with UnityPoint to centralize its locum tenens hiring for greater efficiency and more strategic locum tenens decision making.

Challenge:

With a large service area that encompasses both metropolitan and rural areas in three states, UnityPoint was meeting its diverse locum tenens needs through a decentralized process. Each facility hired its own locum tenens providers, working with as many as 20 different locum tenens agencies. Each agency had its own rates and operated with different processes, creating an uneven experience for UnityPoint and making it difficult to quantify and strategically manage locum tenens spending.

UnityPoint identified an opportunity to centralize its locum tenens hiring with the help of CHG Healthcare. CHG mobilized its Lean team to help UnityPoint evaluate its current locum tenens processes and identify opportunities for greater efficiency.

Solution:

In partnership with the CHG Lean team, UnityPoint gathered stakeholders from all its regions to analyze its current locum tenens practices, review its current portfolio of vendors, and explore how to best centralize its locum tenens hiring.

"Anytime you can sit down as a group and talk through every step of the process and identify opportunities to increase efficiency, it's going to be a win for the organization."

Alan Johnson, Director of Provider Recruitment, UnityPoint Health

The committee crafted a strategy designed to optimize efficiency. The centralized locum tenens hiring plan featured the following advantages:

- Streamlined workflow from initial contract through onboarding
- Efficient onboarding through a standardized process
- A dedicated, single point-of-contact at CHG for seamless service
- Experienced credentialing support from CHG with a team that's deeply familiar with UnityPoint's process
- A monthly report of locum tenens spending across the system

Results:

Rather than multiple facilities hiring their own locum providers through 20 different agencies – each with their own rates and procedures – UnityPoint now funnels all locum tenens requests through one central department with a unified process.

UnityPoint also reduced the number of agencies it works with and hires the bulk of its locum tenens providers through one contact at CHG Healthcare, leading to a simpler, more efficient process.

The simplicity and transparency of this arrangement led to several benefits for UnityPoint:

1. More visibility into overall spending.

Trying to gather and synthesize detailed spending and locums usage information from many different facilities and vendors made it difficult to see the big picture. Now, the monthly CHG report on locum tenens spending allows executives to see exactly how much is being spent, where in the system it's being spent, and which specialties are consuming the largest part of the expenditure.

2. Insights for provider recruitment.

Seeing the regions and specialties with greatest demand enables UnityPoint to understand where to allocate recruitment resources in order to reduce its overall locum tenens spend long term.

3. Information for strategic decision making.

An efficient, single-vendor process combined with transparency into spending patterns provides a foundation for strategic resource allocation and forward-looking decision making.

"The centralized process makes it much easier for us to make strategic decisions."

Alan Johnson, Director of Provider Recruitment, UnityPoint Health

To learn more about locum tenens staffing for your organization, contact CHG enterprise client solutions by phone at 866.588.5996, or email ecs.contact@chghealthcare.com.