

Midwestern University Hospital Leverages

WorkforceIQ™ to Drive \$2.3M in Savings

Holistic framework creates clear path toward comprehensive workforce optimization with heightened focus on patient care

► CHALLENGE

Although this university-affiliated hospital was performing at a high level financially, there was room for improvement in terms of labor productivity and efficiency. The organization was seeking a trusted advisor to help uncover labor efficiency gaps and pinpoint areas for change that would bring the highest level of positive impact toward the organization's aim of ensuring staff alignment with patient demand, quality and satisfaction goals.

► SOLUTION

Workforce Insight was engaged by this organization to help optimize the management of its workforce, leveraging the WorkforceIQ™ Optimization Framework and working side-by-side with the client team and leadership to deliver the following:

WorkforceIQ™ Survey, providing an overall current-state picture across multiple areas from a stakeholder perspective to validate strengths and uncover areas for improvement

Labor Data Snapshot, using Payroll and manager data to provide financial, departmental, and operational analyses, including staffing to demand, flexing, staffing & scheduling, policy/pay practice review

Stakeholder Input, performing discovery interviews with leaders and key stakeholders to gain a deeper understanding of departmental operations

Optimization Roadmap, prioritizing improvements for maximum results, and outlining a clear path with distinct phases for implementing recommendations across a realistic timeline

Prioritized findings/recommendations across key problem areas included:

- **Scheduling Automation:** Automated vs. paper-based scheduling for ability to spot trends and correlations between staffing decisions and target performance
- **Productivity Reporting:** Streamlining productivity report use to allow for clearer understanding of root cause of variances and best course of corrective action
- **Flexible Scheduling Effectiveness:** Improved scheduling practices allowing ability to flex staff to volume
- **Core Staffing to Demand:** Staffing to demand analysis for clinical departments in order to align core staffing to actual schedule
- **Agency & Overtime Utilization:** Identification of departments accounting for majority of agency and overtime dollars, and recommendations for strategies to reduce utilization
- **Centralization:** Opportunity for centralizing functions between close proximity hospitals and consolidating on-call to cover multiple facilities in certain areas

CLIENT PROFILE

Midwestern University-affiliated Hospital

 Staffed Beds: 159

 Employees: 2,000+

 Hospitals: 1