ShiftWise Flex™



How an Academic Health System Gained Greater Control Over Physician Operations

A leading integrated academic health system delivers patient-centered care, medical education, and clinical research across Kentucky and Southern Indiana through a broad regional network of hospitals, providers, and ambulatory locations. Focused on advancing innovation and improving community health outcomes, the organization is committed to transforming healthcare through excellence in care, education, and research. It also places a strong emphasis on consistent provider coverage, operational accountability, and continuity of care while navigating ongoing workforce pressures across physician and advanced practice roles.

Challenge

As the health system grew, the organization recognized an opportunity to further align physician staffing and locum tenens management under a more coordinated enterprise approach. With increasing scale, leadership sought greater visibility into workforce demand, resource utilization, and total labor investments to support informed decision-making and long-term workforce planning.

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Solution

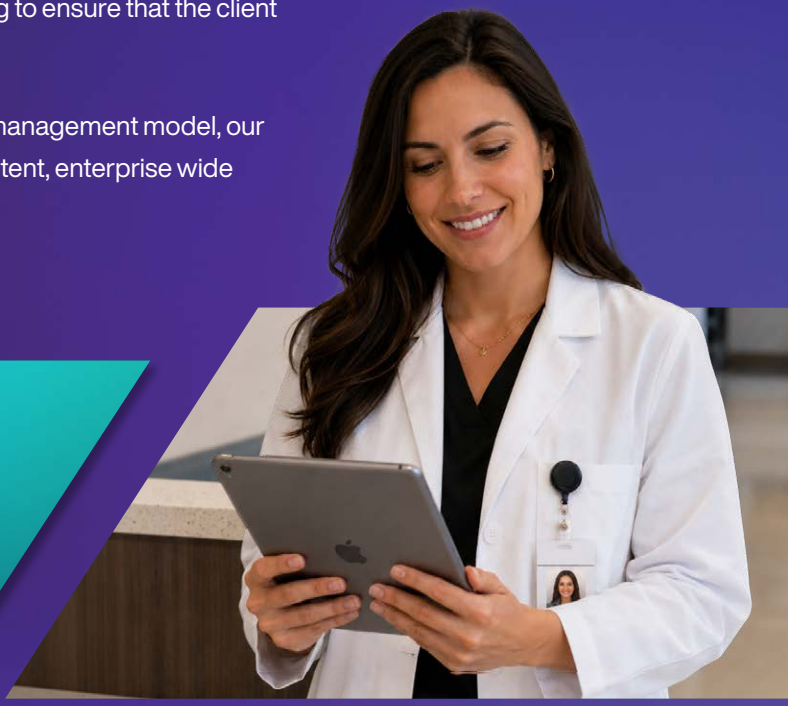
To support this next phase of growth, the client implemented a more structured and coordinated approach to managing its locums workforce across the enterprise:

- Embed a full-time onsite program manager
- Optimize enterprise-wide workforce visibility and utilization
- Standardize workforce processes across OT, holiday, callback, onboarding, and transitions
- Improve provider quality, continuity of care, and patient access
- Leverage data-driven workforce planning and deployment
- Deliver market-competitive rates with exceptional service execution

Outcomes

Through a technology enabled approach with ShiftWise Flex, our client is able to centralize and standardize its locum tenens operations across its complex academic health system. With systemwide visibility into locums spend, requisitions, approvals, and credentialing workflows, the health system has aligned an iterative growth-based strategy with ShiftWise Flex to ensure continuity of care with true partnership model aligned with a single, cohesive operational model. This technology enabled foundation backed by a strong program partnership model reduces time while supporting a dedicated provider coverage and the flexibility best aligned in an academic environment to ensure the best provider experience, patient and family experience while helping to ensure that the client can focus on building retention.

By pairing ShiftWise Flex with a physician focused, centralized management model, our client is moving away from disparate direct contracts to a consistent, enterprise wide approach to managing locums providers.



Ready to strengthen physician workforce planning across your organization? Explore a smarter approach with data-driven insights and advanced vendor management technology.

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