ShiftWise Flex™



Efficiency and Visibility Across Trinity Health's Workforce

Trinity Health, a not for profit health system in Minot, North Dakota was experiencing significant workforce challenges stemming from their MSP partner's performance, including low-quality candidates, high cancellations, and a slow hiring process, worsened by inefficiencies, decentralized management, and seasonal hurdles. Trinity Health moved their program to ShiftWise Flex to reduce logistical hassles and provide greater visibility and control across all staffing categories.

Challenges

The health system faced significant workforce challenges with their previous MSP partnership, including low-quality candidate submissions, high cancellation rates, and a slow, ineffective hiring process that left roles unfilled and stakeholders frustrated. Operational inefficiencies inundated their HR team, diverting focus from core recruitment, while decentralized vendor and program management created poor visibility, disjointed communication, and logistical complexities.



Lack of performance metrics and disconnected HR workflows created confusion and oversight issues.



Fill rates and candidate flow lagged as the vendor panel struggled to meet demand and quality concerns persisted.



Seasonal winter challenges reduced candidate attraction and weakened bill-rate competitiveness.

Solutions

A highly tailored, comprehensive program was implemented, centralizing all staffing in ShiftWise Flex, which streamlined vendor management, improved visibility, and reduced lag time and logistical complexities.

By consolidating fragmented vendor setups and leveraging ShiftWise Flex as the core platform, the program was able to streamline hiring workflows, improve submission quality, reduce cancellations, and enhance operational efficiency. The administrative burden on HR was alleviated, allowing the team to focus on strategic hiring, while dedicated onsite support improved communication and strengthened partnerships.

Guided by ShiftWise Flex' market insights and real-time data, bill rates were realigned to stay competitive. The vendor panel was expanded with 17 additional agencies, which is easily managed within the technology, and the team collaborated with the client's leadership to recalibrate needs and workflows, ensuring flexibility and responsiveness to evolving demands.

Results

Through ShiftWise Flex, Trinity Health's program is experiencing significant outcomes, including shorter order-to-start times through automation and integrated credentialing, improved rate adherence, and system-wide visibility across all staffing categories. Supplier performance management was strengthened through transparent analytics and QBRs, while efficiency gains and cost-saving measures, including service line credits, rebates, and consolidated management, helped optimize contract labor spend.

Performance

Fill rates exceeding 90% each month following the changes

Staffing

Reduced contingent labor by 40% within first 6 months of going live

Engagement

75% increase in submissions per order

Quality

Terminations for cause dropping from 7.5% to 1.5%

Retention

Do Not Return incidents were eliminated

Compliance

On-time starts went from 90% to 100%

Ongoing Value & Future Alignment

Ongoing efforts include seasonal rate reviews, executive-level reporting, and strategic alignment to ensure cost control, high-quality staffing, and sustained program success with ShiftWise Flex.



Schedule a ShiftWise Flex demo today and experience how automation and real-time insights elevate workforce management efficiency.

Contact Us