ShiftWise Flex™



How a Rural Health System Uses Data and Partnership to Modernize Workforce Operations

A nonprofit rural health system serves more than 230,000 residents across North Dakota and Minnesota. Supported by approximately 3,500 healthcare professionals across a 257-bed acute care hospital, multiple specialty centers, and 14 clinics, this health system recognized the need to take greater control of their contingent staffing to ensure cost efficiency and optimize patient care.

Challenge

As the health system expanded, its workforce operations became increasingly complex. While their previous talent marketplace technology functioned well, day-to-day management relied heavily on manual processes centralized with a single primary contact. This setup limited scalability, created inefficiencies, and added administrative effort for order management. To protect their financial health and empower their staff, they required deeper system integrations, stronger reporting capabilities, and automated workflows to support their long-term growth.

Solution

The client partnered with us to design a future-state solution. Through a formal evaluation process, the Health System expanded its partnership to implement ShiftWise Flex. This highly integrated technology environment introduced automated workflows, reducing reliance on manual administrative burden.

Dedicated ShiftWise Flex program team support including reporting, submissions, offer and decline management, and ongoing operational support

Weekly manager touchpoints and open office hours, ensuring alignment, issue resolution, and full adoption of the technology

Simplified physician workforce management by moving from direct locum tenens partnerships to ShiftWise Flex, gaining broader supplier access, integrated locums workflows, and clinical expertise

Results

By committing to data-driven strategies and innovative technology, they unlocked significant improvements in workforce efficiency and savings, including:

$386,874
Saved $386,874 in 2025 through invoice credits for Q3 and Q4, non-billable orientation savings and premium hours savings

2,000+
Successfully engaged 2,000+ agency professionals throughout the partnership

98%
Increased nursing fill rate to 98%

12 days
Reduced average time to fill to 12 days

98%
Achieved on time starts 98%



Contact us to learn more and see how ShiftWise Flex can optimize your entire workforce, aligning labor mix, demand, and strategy.

CONTACT US