M7 | ScionHealth

Unlocking Labor Mix Improvements at ScionHealth Denver with M7 Health

When ScionHealth's Denver Market went live on M7 in September 2024, contract and agency staff made up **31% of the active workforce**. Eighteen months later, that number is **12%**. Full-time staff grew by 50%. Turnover fell 27%. Overtime never spiked.

How ScionHealth's Denver Market Cut Contract Labor in Half — Without Touching Overtime

M7's scheduling intelligence does the heavy lifting matching open shifts to available staff, learning preferences over time, and reducing the manual work that burns out staff. When the platform earns daily trust, the results follow.



About ScionHealth

ScionHealth is one of the largest and most geographically diverse acute and post-acute healthcare providers in the US, operating 70+ hospitals spanning LTAC and community hospital campuses. Built with a mission to champion exceptional and innovative care for complex patient populations — workforce management, scheduling equity, and nurse retention are central operational priorities.

The Denver Market were some of M7's first live ScionHealth sites an early proof point for what the partnership could deliver at scale across the broader network.

At A Glance

Customer	**ScionHealth — Denver Market**
Go-Live	**September 2024**
Facilities	**2 specialty hospitals**

The Story

Denver's results are a labor story, but underneath that is a behavior story.

When M7 went live in late September 2024, the M7 team spent three consecutive days onsite 6:00 am to 7:30 pm training every manager and nurse, handing out M7's signature purple shirts and making sure the platform felt familiar before anyone touched a real schedule. 90%+ of staff completed training in those first days. Leadership received a full two-hour end-to-end walkthrough, not to check a box, but so they could coach their own teams long after M7 left the building.

That investment in the go-live set the conditions for everything that followed.

Staff in the Denver Market now swap **25–30 shifts** per month on their own, without a manager in the loop. They claim **150–200 open shifts every month** directly through M7. They check their schedules, enter their preferences, and manage their availability because it's easier than any alternative they've had before. That sustained daily usage is what moved the numbers.

When staff have a real way to pick up open shifts, agencies become a last resort rather than a first call. When swaps are friction less, call-ins drop, Denver's sit at ~2%, well below the 4–6% baseline. When scheduling is fair and gives people control over their lives, they stay. Turnover fell **27% from the first half of 2025 to the second**, and **79% of staff say M7 plays a role in their decision to remain**.

When the workforce has the right tools, it takes care of itself.

The Results

Contract & agency share of active workforce	**−62%** (From 31% of labor hours to 12%)
Active full-time staff	**+50%**
Contract labor spend (YoY)	**−55%**
Overtime spend	**Stable — no increase**
Turnover	**−27%**
Staff who say M7 influences their decision to stay	**79%**
Shifts filled via Open Shifts monthly	**150–200**
Call-in rate	**2-3x lower than baseline**
NPS Score	**+71**

What Came Next

Denver was one of the first. Today, M7 is live across ScionHealth's network and the pattern holds.

The specific metric varies by site. Some are focused on reducing contract labor, like Denver. Others are targeting overtime, incentive pay, or call-in rates. But the underlying dynamic is the same: when staff have real tools to manage their own schedules, the workforce becomes more self-sufficient and the cost line that matters most to that site starts to move.

M7 doesn't prescribe the outcome. It gives health systems the visibility and engagement infrastructure to pursue theirs.