

CHRIST HOSPITAL IN CINCINNATI REDUCE AGENCY LABOR COST BY \$2.2 MILLION IN 5 MONTHS

ORGANIZATION

The Christ Hospital with more than five hundred beds is part of the Health Alliance of Greater Cincinnati, a six-hospital system.

CHALLENGE

Reduce the \$3.5 million per year being spent on temporary agency nurses when home unit nurses are unavailable to cover shifts.

IMPACT

Use technology to match skills and requirements of open shifts to staff qualified to work on specific units, in a specific role, for less than agency rates.

SOLUTION

Implement a Web-based solution that enables staff to view open shifts online 24 hours a day that match their individual skill-set and availability.

RESULTS

By providing a system with extra flexibility to its employees, long-time agency nurses often convert to employee status. Christ Hospital met their staffing challenges while achieving the following returns:

- \$2.2 million reduction in agency costs in five months
- Improved recruitment and retention efforts
- Patient safety and employee satisfaction enhanced by using nurses on hospital staff

"We didn't have to create, manage, or service the hardware and software. The training was very simple, and our people can see available shifts online, 24/7, from anywhere they have access to the Internet.

We experienced an immediate reduction in agency use and salary costs. Immediately we were better able to optimize our staff resources because staff could see the organizational need and were willing to work in other units."

Deborah Hayes, RN, MS, CAN, BC
Vice President and Chief Nursing Officer for Christ Hospital in Cincinnati
Source: The Business of Caring September 2006

50%
*reduction
in agency costs
with improved
staff engagement*



PUT CONCERRO TO WORK FOR YOU TODAY!
CONCERRO.COM 800.658.8940



MAIN LINE HEALTH IN PHILADELPHIA DECREASES STAFFING COSTS BY OVER \$1 MILLION IN 12 MONTHS

ORGANIZATION

Main Line Health is a five-hospital system that serves the suburbs of Philadelphia. They achieved Magnet® designation in 2005 and are licensed to operate more than 1,200 beds.

CHALLENGE

Decrease the use of premium labor and overtime while maintaining their commitment to quality and safety and the principles that made them a Magnet system.

IMPACT

Leverage technology using open and simple communication to improve centralized staffing operations and promote the use of internal employees across facilities in a highly competitive labor market.

SOLUTION

Implement a solution using Internet technology offering new levels of communication and effectiveness. Streamline agency management process to gain visibility into staffing needs across facilities.

RESULTS

Actively used by approximately 3,900 staff members across facilities and multiple departments including nursing, respiratory, radiology, laboratory and therapies. Main Line Health met their staffing challenges while achieving the following returns:

- \$1,156,097 decrease in productive costs/hour in 12 months
- 362% Return on Investment (ROI)
- 32% of shifts filled by non-home unit staff
- Managers save 4-5 hours per week usually spent on scheduling

“Working together right from the beginning of the project helped the team create a shared vision. Nurse leaders who write business cases know that you have to spend a lot of time selling a project in an organization. But we had finance and nursing under the same tent right from the beginning.”

When you take overtime off the books, the savings add up quickly.”

Nancy Valentine, RN PhD, MPH, FAAN, FNAP, Senior Vice President and CNO for Main Line Health.
Source: The Business of Caring January 2008

32%
*self-directed
floating*



PUT CONCERRO TO WORK FOR YOU TODAY!
CONCERRO.COM 800.658.8940



HEALTH FIRST HOSPITAL IN FLORIDA ACHIEVES ANUAL NET SAVINGS OF \$1.32 MILLION

ORGANIZATION

Health First has three not-for-profit hospitals in Florida: Cape Canaveral Hospital in Cocoa Beach, Regional Medical Center in Melbourne, and Palm Bay Community Hospital in Palm Bay, which employ more than 1,700 registered nurses.

CHALLENGE

To provide consistent patient care in a highly competitive market with seasonal census shifts, while avoiding contract labor costs.

IMPACT

To provide excellent patient care in a highly competitive market results in high labor costs, inadequate staffing policies, and excessive contract labor spending.

SOLUTION

Implement a Web-based open shift management system for proactive vs. reactive scheduling. To fill open shifts results in flexibility and choice for staff, improved recruitment and retention and a high degree of cross-unit activity throughout the enterprise. Health First staff have 24/7 access to view and request open shifts for which they are qualified.

RESULTS

With no software or hardware to maintain monthly costs could be covered out of the operating budget, rather than having to justify a capital expenditure. Health First met their staffing challenges while achieving the following returns:

- \$3.12 million reduction in contract labor within the first year of implementation, representing an annual net savings of \$1.32 million
- 676% return on investment (ROI) in first year of implementation
- 83% decrease in contract labor usage in first 6 months of use
- 46% increase in per diem work hours within a 4 month period
- 34% of awarded shifts result in cross-unit activity

"Concerro is an integral part of Health First's strategy to encourage our own staff to request and fill extra shifts so that patients receive care from a consistent group of our own excellent nursing staff."

Concerro allows us to offer work and shift incentives in a centralized way, and rewards staff for helping meet the needs of our patients. We believe Concerro will improve nurse satisfaction and differentiate us in our ongoing nurse recruitment and retention efforts."

Bob Suttles, Corporate Human Resources Officer, Health First

83%
decrease
in contract labor



PUT CONCERRO TO WORK FOR YOU TODAY!
CONCERRO.COM 800.658.8940

