

## CASE STUDY

# SSM HEALTH

### PROBLEM

SSM Health Saint Louis University Hospital grappled with excessive travel costs associated with 13-week contracts, creating financial strain during periods of low patient census in its medical-surgical units.

The inherent inflexibility of these travel contracts often yielded an oversupply of nurses, resulting in increased labor costs and operational inefficiencies.

### SOLUTION

ShiftMed emerged as the flexible, cost-effective solution SSM Health needed to align its nurse staffing levels with the ebb and flow of patient demand.

SSM Health now has direct access to an external pool of local credentialed nurses available to work on demand, allowing the health system to facilitate swift shift fulfillment and scale its staffing levels up or down based on real-time needs.

Furthermore, SSM Health can maintain continuity of care without overburdening its full-time staff or absorbing high overtime costs.

### CONCLUSION

SSM Health's success with ShiftMed showcases the transformative potential of innovative workforce solutions in the healthcare industry.

By embracing a flexible, on-demand staffing model, SSM Health addressed its financial challenges and elevated patient care and operational efficiency.



\$9M

SSM Health's annualized medical-surgical labor savings using ShiftMed.

\$85M

SSM Health's FY2022 savings using on-demand workers.

30-40

The number of full-time employees SSM Health is hiring through ShiftMed per quarter.

\$46K

The average cost of turnover for a staff RN, according to NSI Nursing Solutions, Inc.