

## CASE STUDY

# SSM HEALTH

## PROBLEM

SSM Health, a leading healthcare system based in St. Louis, Missouri, needed a more efficient, cost-effective mechanism for maintaining optimal staffing levels and ensuring quality care continuity, namely during peak demand periods.

## SOLUTION

ShiftMed emerged as the agile, cost-saving workforce solution SSM Health needed to overcome persistent staffing challenges and ensure patient safety and care quality.

More specifically, the **ShiftMed On Demand** W-2 workforce marketplace gives SSM Health schedulers direct access to local, credentialed nurses ready to fill shift vacancies as needed.

By utilizing highly qualified On Demand nurses for clinical support, SSM Health has:

- ✓ Enhanced care quality and safety ratings.
- ✓ Achieved higher patient satisfaction scores.
- ✓ Decreased catheter-associated urinary tract infections and central-line associated bloodstream infections.

ShiftMed has also proven instrumental in helping SSM Health boost operational efficiency and cut costs associated with understaffing and overstaffing.



Discover how **ShiftMed On Demand** can elevate your workforce strategy.



## ON DEMAND STATS

73%

Decrease in patient falls from 2022 to 2023

16K+

Shifts filled in less than 12 months

40

Travel contracts successfully replaced

0

External agency staff at in-patient locations

"Building a workforce outside your four walls using local talent gives you access to more resources. It's been wildly successful for us and helps operate our hospital in a much more efficient way."

—Jennifer Garnica, RN, BSN

Vice President, Patient Care Services  
& Chief Nursing Officer

SSM Health St. Mary's Hospital – St. Louis