



TRC Solutions Infuse World-Class Medical Institution with Enhanced Cost Savings and Productivity

THE CLIENT: A World-Class Medical Research and Treatment Institution

THE FUNCTION: One of the most sophisticated, integrated healthcare delivery systems in the world, located in Florida with over 5,000 employees.

Our client used a decentralized staffing model and had limited visibility to control pricing, utilization, volume, quality, or contract compliance. They selected a solution that allowed them to bring visibility, cost savings and process control to their facility.

The Challenge

New regulations required contingent staff to undergo extensive pre-employment screening, training and orientation. By using dozens of vendors, there were no comprehensive reports on quality, cost, or usage patterns. Each department maintained their own relationships with dozens of staffing vendors, each operating under different contract terms, prices and guarantees. No one department could ensure compliance with The Joint Commission, HIPAA, OSHA, and AHCA regulations.



The Approach

Our client designated TRC as the single Managed Service Provider to bring order to their Human Capital Supply Chain. We became the general manager; taking full responsibility for regulatory compliance, streamlining processes, standardizing contracts and generating significant cost savings.

Cost Savings

- General manager for all departments
- Eliminate sales calls on department managers
- Collate all usage data into comprehensive reports
- Present client with single invoice each week
- Take ownership of all Regulatory Compliance steps
- Consolidate usage among fewer vendors, creating more powerful recruiting draw

The Results

Provide a streamlined, comprehensive approach and improved control of the entire staffing process by providing one point of contact.

- 100% successful compliance in three Joint Commission audits
- Established quality measures, and achieved continuing improvement
- Comprehensive reports on all staffing activity
- Less than 3% turnover

- Enforce standardized prices and guarantees among all vendors, reducing costs, and extending value

Productivity Increase

- Highlight high turnover hotspots, repair through more accurate recruiting
- Pre-orientation of all staffing employees before arrival on job
- Regularly monitor performance and provide feedback to employees and supervisors
- Establish and control attendance guidelines
- Increase productivity of manager by providing one point of contact for all contingent staff issues
- Create and implement formal Quality Measures and set improvement goals
- Provide extensive, consistent employee benefits to staffing employees, increasing their job satisfaction and performance

- Delivered over \$1M in cost savings over 9-year life of relationship
- Mitigation of contractual liability from decreased supplier contracts

