



How to Rebalance Your Staffing Model

The **POWER**
of **Association**
2023 IHA Leadership Summit



HOW TO REBALANCE YOUR **STAFFING MODEL**

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Medical Solutions is a healthcare talent ecosystem focused on creating sustainable workforce staffing solutions for healthcare organizations, including travel, per diem, local contracts, international, strike staffing, and more. Jake Whitmore implements customized programs and industry-leading customer experiences to create the best staffing solutions for healthcare facilities.

Whitmore holds a bachelor's degree in business communications from the Florida Institute of Technology's School of Business and, before his time at Medical Solutions, worked at Enterprise Holdings for 19 years. He's held several leadership positions, including Regional Vice President, Executive Board Member for the Urban League of Oklahoma City, and Event Board Member for the Children's Miracle Network Hospitals Oklahoma Chapter.



OBJECTIVES

- Learn what the biggest staffing concerns are from healthcare providers.
- Review why traditional staffing solutions are proving unsuccessful.
- Explore the importance of flexibility in staffing solutions.
- Overcome obstacles that may stand in the way.
- Measure the success of your staffing plan.

Biggest Staffing CONCERNS

The “Great Resignation” cut down on the number of experienced workers—many clinicians simply didn’t return. This created several staffing concerns, including:

- Chronically open positions
- Young/inexperienced workforce
- Difficulty retaining quality staff
- Burnout and mental health concerns among remaining staff
- Long-term financial ramifications of short-term staffing gap fillers

Why Traditional Staffing Solutions Are **PROVING UNSUCCESSFUL**

Traditional staffing solutions have become **inflexible** and **reactive**, focusing on short-term fixes that put too much pressure on **long-term planning**.

This leaves healthcare organizations consistently behind the curve, requiring them to fit into a solution rather than **the solution being built around their specific needs**.



Building Flexibility Into Your **STAFFING MODEL**

The Need To Rebalance

A strategic rebalancing of the workforce will help hospitals **cut costs** while providing optimum **patient care** and quality outcomes.



- 50% Core Staff
- 2% Direct/Match Hire
- 5% Per Diem/Local
- 36% Travel
- 5% Internal Float Pool
- 2% International

The Need To Rebalance

A strategic rebalancing of the workforce will help hospitals **cut costs** while providing optimum **patient care** and quality outcomes.



- 47% Core Staff
- 3% Direct/Match Hire
- 20% Per Diem/Local
- 13% Travel
- 15% Internal Float Pool
- 3% International

Defining Your Staffing Plan

Healthcare systems must adapt to a **new normal**. This means focusing on **core talent and retention** and supporting that with **traditional travel** balanced with **local, per diem, international and direct hire** options.

The right partner will help facilities pair this with **predictive analytics and data-driven forecasting** to create a proactive approach versus reactive.

Overcoming STAFFING OBSTACLES



“The good news is that there are no unbreakable barriers for healthcare organizations to overcome when looking at the challenges they need to address with a new staffing solution; they are more a series of smaller speed bumps that may seem intimidating when looked at collectively.”

Lessons from Leadership: The Current Evolution of Healthcare Staffing Models

You must be open to new staffing solutions and prioritize those solutions while challenging the status quo. To succeed, you'll need to:

- Strategically prioritize the changes you identify are necessary.
- Bring it back to the basics; Look at the success of others and learn from it.
- Rely on strong partners to help guide you, using their foundational knowledge.
- Don't settle on the "one-size fits all" approach or be blindered to fixing just the current circumstance.



Find a Strong Partner

The right workforce solutions partner is **consultative**, and gives you **access to an ecosystem of resources** you can lean into, to adjust to whatever circumstances are happening in the industry.

Your partner should:

- Align with your goals.
- Support your organization long-term on multiple levels.
- Tailor a program to your needs.
- Value a long-term relationship, centered on always doing the right thing.
- Have the size, scope, capability and flexibility to wholistically support your workforce.

Partner with Organizations That Can Help You See into the Future

To successfully **stabilize their staffing model**, healthcare leaders should continually look for ways to combine **flexibility and control** with **technology and data** to find the right workforce solutions and fill staffing voids. This should all be implemented with **cost containment** in mind.



Measuring the Success of **YOUR STAFFING PLAN**

The **success of your staffing plan** will depend on your expectations as well as **your specific needs**. A successful staffing plan will help you see a reduction in:

- The number of open positions
- Turnover
- Overtime
- Traveler expenses
- Overall costs

Other factors you'll want to look at to **measure the success of your staffing plan** include:

- Fill rates
- Time to fill/Speed to fill
- Completion rates
- Fall reduction and other clinical outcomes
- Patient experience

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“The focus should always be on providing the best and highest quality of patient care—something that is easier to achieve with the right staffing approach.”

Modern Healthcare: Delivering Uninterrupted Care through Dynamic Staffing Strategies

Q&A



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