



Customized Workforce Management Solution & Mobile Application Empower Seamless Internal Agency Management and Drives Sustained Cost Savings

In 2022, a private, university-based regional health system in Maryland—with over 29,000 employees and 4,600 affiliated providers offering primary and specialty care at 11 hospitals, and more than 150 locations—faced challenges efficiently managing its internal labor, long term assignments, and per diem shifts as its operational costs increased post-pandemic.

Internal Agency: A group of staff who are pre-qualified and cleared to work in multiple units, departments, and locations within a healthcare organization.



Internal agency staff are deployed on short-term assignments (13 weeks or less) like an external traveler or contractor, only taking assignments within a single health system.

The team at AMN Healthcare implemented a customized vendor neutral VMS solution for clinical and non-clinical workforce management, integrated with the VMS self-serve mobile application for all per diem and LTA assignment requests.

CHALLENGE

Needed support managing internal labor for LTA and per diem staff

Looking for cost management solutions and efficiencies in a post pandemic environment

SOLUTION

Implemented vendor neutral VMS solution for non-clinical and clinical staff.

Providers used the fully integrated b4Health mobile app to self-serve and request both per diem and LTA.

B4health was also integrated with their T&A system for time capture and bi-directional sharing of vacancies from their scheduling tool to b4Health. When PD shifts are filled, they are passed back to the scheduling tool.

Promoted provider independence through the mobile app to request jobs and manage credentialing.

OUTCOME

1,600+ internal float and internal agency providers

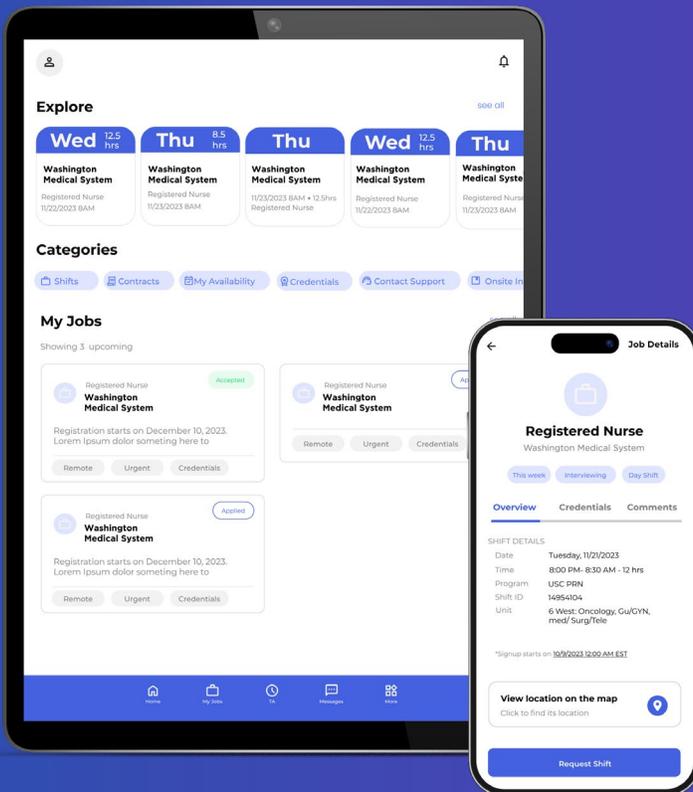
600+ shifts filled per month

800+ 13-week assignments filled diverting from external agency

70% of posted long term assignments filled internally

10 > days average time-to-fill for long term assignments

\$7.7 M in estimated savings by filling requests with internal agency



SUCCESS METRICS

750

Long Term Assignments Filled Over the Last 12 Months

1,000

Per Diem Shifts Filled in the Last 30 Days

1,600+

Internal Float and Internal Agency Providers Managed Seamlessly

Contact us to learn how our Resource Pool Management Solutions can help reduce complexity and be customized to achieve your goals.