



A University Health System Takes A Tech-Driven Approach to Transform Workforce Management with WorkWise™

A prominent 1,020-bed academic health system based in Philadelphia faced rising staffing costs and operational inconsistencies. They partnered with us to gain clarity on their workforce issues, uncover the root causes of inefficiencies, and identify opportunities for improvement.

CHALLENGES

Seeking clarity on staffing and cost inconsistencies, the organization partnered with ShiftWise to collaboratively build a more balanced workforce. Rising costs and staffing challenges became a pressing reality, and without adequate detail on their situation, the client's main challenge was pinpointing the root causes of less-than-optimal talent outcomes.

SOLUTIONS

WorkWise was deployed, and the following technologies from the WorkWise suite were implemented to achieve cost savings and optimize staffing as part of a comprehensive, technology-driven workforce strategy:

- **Vendor Management System (VMS):** Deployed ShiftWise Flex to centralize contingent labor management, leveraging an extensive vendor network and competitive rates.
- **Predictive Scheduling:** Named Best in KLAS for Scheduling: Nurse & Staff in 2025, Smart Square accurately predicts staffing needs, allowing organizations to align resources with demand, ensuring the right balance of staff across the enterprise.
- **Centralized Staffing Hub:** Consolidated three independent staffing offices into one centralized operation to improve systemwide workforce oversight and strategic alignment.

- **Workforce Analytics Tools:** Introduced business intelligence dashboards tailored for leadership to directly address overtime trends and aid in workforce planning.
- **Labor Mix Optimization:** Leveraged data to implement a strategic staff mix, reducing reliance on overtime while maintaining a high fill rate.

OUTCOMES

By utilizing WorkWise, the academic health system successfully addressed their workforce challenges and realized the following results:



\$12,250,000

in Cost Savings by reducing overtime and optimizing their labor mix.



94%

Fill Rate in 2024, outperforming the national average of 84%.



4.1%

Turnover Reduction, improving workforce stability.



11%

Bill Rate Decrease, delivering significant financial savings.



300K

OT cost reduction per pay period over six months.



14,000

fewer open shift hours needed in Q1 due to high fill rates.

This strategic partnership demonstrates the power of technology and data-driven workforce strategies to drive measurable outcomes. By centralizing operations, leveraging advanced analytics, and optimizing staff mixes, the health system built a sustainable workforce while significantly reducing costs and improving organizational efficiency.



"The team united as a collaborative, total talent partner throughout this program, adapting to our needs and operating transparently from start to finish. We have successfully exceeded our initial organizational goals and established a foundation for future growth with our strategic partner."

- Chief Nursing Executive at Academic Health System