

PARTNERSHIP BACKGROUND

A health system in Virginia with four hospitals, one free-standing ED and various other facilities was seeking management support and a new approach to their growing staffing and operational challenges. The system chose to partner with SCP Health to help revitalize its five Emergency Medicine (EM) and four Hospital Medicine (HM) programs.

GOALS

- ▶ Increase provider engagement
- ▶ Regain financial stability
- ▶ Build a fully staffed schedule of providers

STRATEGY

The keys to SCP's success with all five programs were consistent transparency and clear communication. Knowing the frustrating difficulties both administrators and providers endured with previous management companies, SCP quickly built trust by listening closely to the needs and pain points of both stakeholders. Based on these conversations, SCP developed a thoughtful action plan with administration that targeted goal metrics and gained the full support of all stakeholders. The plan involved:

- ▶ Using SCP's robust staffing network to fill open EM and HM provider positions
- ▶ Restoring consistency to provider rates
- ▶ Bringing clinical leaders together with administration each month in an EM/HM Joint Operating Committee
- ▶ Establishing a framework for regular, productive evaluation and communication

To maintain transparency, SCP walked the providers and administrators through each strategy before acting, set clear and fixed deadlines, and offered frequent, detailed progress updates.

IMPACT

- ▶ **Staffing:**
 - All facilities fully staffed in just three months
 - Locums tenens use reduced by 80% in just three and half months— with some ultimately becoming employed full-time in the system
- ▶ **Financial:** Reducing locums and setting consistent compensation, saving the system over \$45K per month
- ▶ **Operational:** All five facilities' administrative and executive leadership teams have reported zero operational issues since partnering with SCP



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<3 MONTHS



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SAVINGS OF OVER
\$45K/MONTH



ALL FIVE FACILITIES
HAVE REPORTED
**0 OPERATIONAL
ISSUES**

