

EFFICIENT HOSPITAL MEDICINE RECRUITMENT, RETENTION, AND CARE TRANSITION

PARTNERSHIP BACKGROUND

Two HCA facilities struggled for years to staff their hospital medicine (HM) programs. To help tackle this challenge, they chose SCP Health (SCP) as a partner.

GOALS

- ▶ Fully staff both HM programs
- ▶ Retain a select group of existing clinicians
- ▶ Maintain consistent patient care and experience during transitions

STRATEGY

The partnership began with a detailed discovery process including weekly calls with hospital administration and frequent on-site visits with key stakeholders. SCP thoroughly reviewed existing hospital by-laws and clinician contracts to form a solid foundation for recruitment and retention efforts. SCP also developed a care transition plan to ensure patient experience remained consistent despite the internal changes taking place.

After the groundwork was in place, SCP's recruitment and operations teams worked with existing clinicians to gain their continued loyalty and began the process of recruiting and onboarding for the 18 full-time openings.

IMPACT

As a result of this partnership:

- ▶ Facility A had a full HM provider schedule within two months
- ▶ Facility B had a full HM provider schedule within eight months
- ▶ Both facilities have a dedicated HM Operations team with an experienced Program Manager and a full-time HM Medical Director
- ▶ Both facilities realized dramatic improvement of core metrics



FACILITY A HAD A FULL HM
PROVIDER SCHEDULE
WITHIN TWO MONTHS



FACILITY B HAD A FULL HM
PROVIDER SCHEDULE
WITHIN EIGHT MONTHS



BOTH FACILITIES HAVE A
DEDICATED HM OPERATIONS
TEAM, PROGRAM MANAGER,
AND MEDICAL DIRECTOR

