

Transforming locum tenens management at a leading academic health system

Background

A prominent academic medical center in the Mid-Atlantic region—renowned for its specialized care and integrated approach—struggled with a decentralized locum tenens staffing model. Each department independently managed its provider needs, resulting in systemic inefficiencies that hindered performance and cost control.

Key challenges

- 1 Lack of visibility into enterprise-wide locum tenens utilization and spend
- 2 Siloed staffing practices that were misaligned with organizational strategy
- 3 Inconsistent contract terms and rate structures across vendors
- 4 Internal competition between departments for the same providers, inflating rates
- 5 Excessive administrative burden placed on clinical and operational staff

Solution

The organization partnered with Locumsmart to implement a centralized, vendor-neutral management system that addressed operational fragmentation while preserving clinical autonomy.

Achieved outcomes

Real-time executive visibility

Delivered enterprise-wide reporting and analytics for informed decision-making and proactive workforce planning.

Data-driven strategic planning

Enabled leadership to leverage predictive analytics and utilization trends to forecast future staffing needs and reduce overutilization.

Departmental autonomy maintained

Empowered specialty leaders to continue selecting providers while standardizing processes across the system.

Cost savings and operational efficiency

Reduced staffing costs by 3.6% through automated vendor competition, while simultaneously streamlining administrative processes to support scheduling and compliance-verified billing.



Conclusion

The shift from fragmented staffing to a centralized VMS empowered the health system to align clinical operations with financial strategy, reduce waste, and increase workforce agility, while preserving the autonomy that clinical leaders value.