

Reducing Agency Nurse Costs without Compromising Patient Care

Agency nurse spending was out-of-control in a large regional hospital until a team of employees, empowered with a simple-to-use 60-day team engagement process, addressed the problem head-on and quickly saved more than \$400,000 in annual expense.



SITUATION

Agency nurse expense (temporary, external nurse hours) was running well above budget and required immediate attention in order to close the gap before year-end.

TEAM ENGAGEMENT STRATEGY

A cross-department team comprised of nurse managers, financial services and human resource personnel, sponsored by the chief nursing executive, was brought together to close the expense gap using **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

RAPID ACTION PROJECT CHARTER

How can we improve our nurse staffing strategies and processes in order to reduce temporary/contracted agency staffing costs by 25% over the current expense rate and meet our budget target without a reduction in quality of care or an adverse impact on nurse retention and morale?

SAMPLE SOLUTIONS IMPLEMENTED

1. Developed a consistent strategy for reviewing and renegotiating contracts with all contract nursing agencies.
2. Created internal “Standby Nurse Staff” positions for volunteers looking to work additional hours or alternate schedules while maintaining hospital employee status.
3. Centralized nurse scheduling to improve allocation of hours based on fluctuations in patient census across departments.
4. Developed a cross-campus, cross-unit “floating” nursing unit specially trained and properly credentialed for multiple unit coverage.



The team was very effective in thinking “outside the box” about meeting nurse staffing needs. The solutions developed not only solved our budget problem, but also improved flexibility and provided more options for our internal nursing staff. – HUMAN RESOURCES COORDINATOR

RAPID ACTION TEAM RESULTS

\$52,000

savings from renegotiated contract agency fees

\$155,000

savings from reduction in staff overtime hours

\$234,800

reduction in agency nurse spending

61 days

cycle time from team launch to wrap-up

RAPID ACTION FOR LEAN HEALTHCARE Reducing Agency Nurse Costs without Compromising Patient Care



The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



LEARN MORE ABOUT RAPID ACTION FOR LEAN HEALTHCARE

Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.



Call 800.254.6805 or email to request@improvefaster.com to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit www.improvefaster.com.

Leap Technologies

Improve faster through better team engagement!

Since 1993, Leap Technologies has helped healthcare organizations get on the path to faster, more-affordable Lean deployment.

Organizations including Carle Foundation Hospital, HealthPartners, Genzyme, Novation and Pfizer have accelerated results from Lean initiatives by deploying Leap Team Engagement Toolkits to productively engage more leaders and employees in “the improvement game” while building the internal capability to achieve lasting gains.

For organizations looking for a faster, better and more-affordable way to leverage the power of Lean Healthcare, Leap Technologies is the resource of choice.