

National health system's enterprise staffing models create better access, experience, sustainability

The vision

A national \$30B+ health system aimed to create consistency across its rapidly growing national footprint. After years of using traditional benchmarks that highlight differences, leaders focused on what they had in common—starting from the ground up at the function, service, and job level. Functional area leaders designed new system-wide models, but front-line leaders needed support to successfully deploy them.

Co-creating the solution

The hospital system partnered with Chartis to roll out system standard staffing models to more than 85 hospitals. They engaged local leaders, clinicians, operators, and finance stakeholders in operational discovery sessions, leveraged analytics specific to each functional area to inform design, and co-developed detailed implementation plans to align departments with the system staffing standard models.

Believe in better

The new staffing models are creating consistent experiences and expectations across the health system, increasing agility to respond to system goals and fostering alignment between clinicians and operators. It also is promoting the desired transparency the traditional benchmarking could not. The results are a more consistent employee experience, greater ability to align staffing to patient volumes, hardwired financial stewardship, and a foundation for continued scaling and sustainability.

Meaningful outcomes

A system-standard staffing model has yielded the following:

\$200M+

in labor expense reductions
from greater efficiencies

101%

productivity index sustained
through fiscal year

5% - 8%

increased staff productivity

Building to better

System-standards staffing models require:

UNWAVERING COMMITMENT

from the executive team

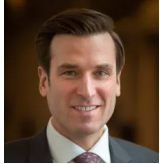
COLLABORATION

and buy-in across clinicians, operators, and finance

SHOULDER-TO-SHOULDER GUIDANCE

for front-line leaders

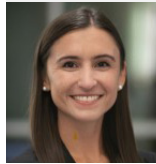
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