

## The Customer:

### A recognized Healthcare Network in the Pacific Northwest

Located in Washington State, this award-winning integrated healthcare system is the largest nonprofit healthcare provider in their region. In addition to the hospital, the medical center operates over 24 primary care, urgent care and specialty clinics.

Serving over 400,000 residents, the system provides medical, surgical and 24-hour emergency care as a Level III Trauma Center and is recognized for its medical specialties in joint replacement, orthopedics, neuroscience, stroke, spine, sleep medicine, childbirth and neonatal care. They also provide specialized heart, vascular and cancer treatment programs.

## The Challenge:

Managing over 60 contingent labor vendors was administratively time consuming and limited the time the staffing office had to focus on patient care services.

- Multiple bill rates and varying contract terms increased costs.
- The process of reviewing, approving and paying over 120 invoices was time consuming and ineffective.
- Manual credential tracking was becoming a compliance risk and was time-consuming for the staffing office.

## The Solution:

AMN took over management of the contracting and vendor management process and provided a single point of contact with accountability for ensuring all positions were filled with high quality healthcare providers.

- AMN standardized contract terms and rates to identify cost savings of 13.2%.
- AMN created one consolidated invoice that saved both time and ensured contract compliance and cost savings.
- AMN reduced risk by moving the manual credential tracking processes online and taking over all document compliance responsibilities.

## The Results:

- Appropriate workforce needs can now be determined, tracked and used for forecasting and productivity improvement.
- Manual processes replaced with automation, freeing up managers' valuable time for patient care.
- Automation of credentialing decreased liability risks.
- Availability of dashboard reporting on-demand, 24/7 enabled real-time tracking of contingent workers, spend and compliance tracking at unit, facility and corporate level.
- Annual cost savings of \$384,000 or 13.2% from process improvements, rate standardization, contract compliance and risk mitigation.
- Use of a vendor management system streamlined invoice approval process, producing cost savings and invoice management compliance.
- Reduced invoice reconciliation time from 70 to 17 days, improving vendor satisfaction and improved DSO's for the system.

# Reducing Vendor Complexity



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We've earned  
The Joint Commission's  
Gold Seal of Approval™