

TRANSFORMING CONTINGENT WORKFORCE MANAGEMENT IN HEALTHCARE

BEGINNING STATE

A leading integrated healthcare organization was experiencing rapid growth through expansion and acquisitions. As its workforce needs evolved, the use of non-employees—including SOW-based services, project teams, and contingent staff from over 70 suppliers—grew significantly. Without a unified program, the organization faced rising costs, inefficient processes, and compliance challenges that required urgent attention.

PAIN POINTS IDENTIFIED

- Rapid expansion and acquisitions driving a surge in non-employee usage
- Lack of tracking across the workforce
- Inefficient invoicing processes and hidden costs in various accounts
- Escalating labor rates tied to unclear or inconsistent job descriptions
- Limited visibility into headcount, spend, and supplier performance
- Need to balance legacy supplier relationships with new sourcing demands

SOLUTION

The organization selected nextSource as its Managed Service Provider (MSP) to manage and optimize its contingent workforce. nextSource designed a phased approach tailored to the client's needs and change readiness.

- **Phase One** focused on adoption of the program, integration of incumbent suppliers, increased access to talent, improved compliance, and greater visibility into spend. A clear roadmap was implemented to guide future improvements.
- **Phase Two** expanded the scope to cover all contingent workforce spend, leveraging the client's strong employer brand to attract talent, and building cost-effective pipelines for critical skill areas.

Through this approach, nextSource standardized processes, improved supplier management, and ensured strong compliance protocols, while creating a foundation for sustainable workforce scalability.

CONCLUSION

By partnering with nextSource, the healthcare organization achieved a seamless workforce management transition that improved efficiency, compliance, and workforce visibility. The phased strategy allowed leadership to realize immediate benefits while building toward a long-term program that supports growth and cost control. The result was a program that not only reduced costs but also elevated satisfaction for managers, suppliers, and workers alike.

RESULTS

- **\$12.5M+ in savings and cost avoidance** delivered through the program
- **100% supplier adoption** with over 70 incumbent providers integrated into the MSP model
- **Consistently high client satisfaction** (9/10) in semi-annual surveys
- **End-to-end program visibility** into headcount, spend, compliance, and supplier performance