HWL | CASE STUDY

UVMHN MEDICAL GROUP'S TRANSFORMATION WITH HWL

The University of Vermont Health Network (UVMHN) Medical Group is a comprehensive health system established in 2018 and is part of the University of Vermont Health Network. It serves patients across Vermont and northern New York, offering a broad range of healthcare services including primary care, specialty care, and emergency services. UVMHN is dedicated to delivering high-quality, patient-centered care, enhancing care coordination, and leveraging technology to improve patient outcomes and operational efficiency.

THE **SITUATION**

- Lack of Visibility: There was no unified view of locum placements or expenditures across the network.
- Inefficient Processes: Local leaders were responsible for coordinating locum orders, managing vendor relationships, and handling onboarding, which was time-consuming and complex.
- Inconsistent Vendor Relationships: Long-standing relationships with locum vendors varied across hospitals, causing uncertainty and hesitation during the transition to a centralized model.

KEY **CHALLENGES**

1. UVMHN was formed by the integration of six independent hospitals. Prior to this consolidation, each hospital managed its locum tenens needs autonomously, resulting in a decentralized approach with individual contracts and disparate processes.

THE **GOAL**

UVMHN required a solution that would provide visibility, efficiency, and consistency while also respecting the established relationships some hospitals had with their preferred vendors.

"HWL has been a great partner and has delivered on every promise made during the sales process. HWL has completely transformed the way we manage our locum providers and the locums' agencies for the UVMHN Medical Group has led to shorten timelines and costs savings. Together we have built a solid program that is streamlined, transparent and service focused. This collaboration has resulted in the placement of high-quality providers throughout our network. Of additional note, HWL is highly responsive providing outstanding customer service and guidance. I consider HWL an extension of my team and highly recommend them to any healthcare organization."

Meghan Fay-McCaffrey

Network Director Physician Services at UVMHN Medical Group

THE **SOLUTION**

- HWL's platform provided a unified view of locum workforce distribution and spending across all UVMHN hospitals, allowing real-time monitoring and effective resource planning.
- Enabled UVMHN to shift from a process-oriented to a program-oriented approach by managing locum orders from requisition to onboarding, freeing internal resources and reducing administrative burden.
- Successfully integrated existing vendor relationships and expanded the network to over 40 locum suppliers, maintaining quality and reliability.
- Demonstrated a deep understanding of UVMHN's culture, geographic challenges, and expectations, ensuring a smooth transition and successful implementation.

RESULTS

- The reduction in administrative workload has allowed the internal Physician Services team to focus on permanent placements and service enhancements, leading to better overall care for patients.
- The platform's data capabilities have empowered UVHN Medical Group to analyze historical trends, measure performance, and plan with greater precision.

OUTCOMES

- ·With a clearer view of spending and vendor performance, UVMHN Medical Group is better positioned to manage costs and negotiate favorable terms with suppliers.
- The transformation from a process to a program has not only improved efficiency but has also laid the groundwork for continuous improvement and long-term success.

"Working with UVMHN Medical Group has been a testament to the power of collaborative partnership. Seeing the transformation from scattered processes to a unified, efficient program across their network has been incredibly rewarding. It's partnerships like these that drive us to continually innovate and improve our services."

Karen Little
Vice President of Locums Client Services at HWL

Through its partnership with HWL, UVMHN Medical Group has successfully streamlined its locum tenens management, achieving greater visibility, efficiency, and consistency across its network while positioning itself for continued growth and improved patient care in the years to come.

Learn more about HWL's Workforce Solutions today!

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