



Spectrum Health Resources

Spectrum Healthcare Resources (SHR) was established in 1988 as part of an organization that led the nation in the establishment of the emergency physician staffing industry. Today, SHR is a leading provider of clinical personnel to the U.S. Military Health System (MHS). SHR serves more than 100 Military Treatment Facilities (MTFs) and 15 Veteran's Affairs (VA) facilities with approximately 400 physicians, over 1,000 nurses, more than 250 mid-level providers, and over 900 allied health professionals who facilitate 1.3 million patient visits annually.

The Problem:

The coordination of thousands of supplemental health personnel for the U.S. Military Health System (MHS) is a daunting task. The traditional staffing model fosters a broken process for job placement that is manual, archaic, inefficient, and expensive in the need for numerous FTE hours to manage. Adding to this burden is a required benchmark of a 95% open job fill rate that is required for a vendor to maintain preferential contract status. SHR needed an automated system to manage a “broken process.”

The Solution:

Staffing Angel On-Demand™ provided SHR with a web-based scheduling solution that manages each MHS facility and the respective SHR supplemental staff for open shift placement. All open jobs are entered in to Staffing Angel™ and are instantly matched to every qualified and available SHR employee. Employees can receive a dispatch message notification for available shifts. All employees have a Username and Password that allows 24/7 access to Staffing Angel™ for self-scheduling open shifts. Each filled shift then generates a timesheet that is compiled daily for payroll reconciliation and client billing.

The Result:

Staffing Angel™ significantly reduced the manual FTE hours required by SHR to effectively fill open MHS shifts and manage the back-office processes of timesheets, payroll reconciliation, and client billing.