

CASE STUDY

Ongoing Multi-Layered Workforce Strategy Strengthens Staffing & Builds Resilience

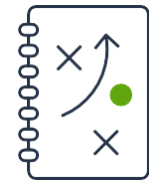


Medical
Solutions™

Introduction

A southern health system with a long-standing MSP partnership with Medical Solutions began experiencing rising turnover among core staff, strained nurse-to-patient ratios, and limited visibility into its float pool. These challenges required more than contingent staffing support; the organization needed a partner who could evolve with them.

Building on the MSP foundation, the partnership grew to include a multi-layered workforce strategy that included direct hire pipelines, Internal Resource Pool (IRP) digitization, and leadership support. An approach that continues to adapt to the health system's changing needs while building lasting workforce stability.



The Challenge

One Southern health system, a not-for-profit three-facility network of more than 4,500 physicians, nurses, staff, and volunteers, was facing **mounting workforce pressure** that strained both operations and staff.

Key challenges included:



Rising turnover among core staff and new graduates



Increasing pressure to stabilize nurse-to-patient ratios



A **lack of visibility and structure** in managing their internal float pool



High costs tied to permanent offers and inconsistent workforce planning



Experience complexity gap tied to staff turnover and **burned-out preceptors**



The Strategy

The Medical Solutions team worked closely with the client's CNO and VP of Workforce to define strategic goals and develop a comprehensive workforce plan that addressed immediate staffing pressures while also building long-term stability through greater visibility and control.

The strategy focused on four key areas of need:



Direct Hire (Domestic & International): Building pipelines to reduce reliance on short-term fixes and strengthen permanent staff coverage.



Internal Resource Pool (IRP) Management: Leveraging Matchwell technology to digitize their internal float pool, creating efficiency and real-time visibility.



Preceptor Program: Developing a structured support model to improve onboarding and retention.



Senior Leader Appreciation: Launching a 30-60-90 day leader rounding program to foster trust, strengthen frontline connections, and support retention.

Implementation

With priorities clearly defined, initiatives were launched with clear objectives to ensure measurable impact:

RAPID DEPLOYMENT

Domestic and international direct hire service lines were activated, leading to immediate movement on accepted offers.

PERCEPTOR MODEL

A 26-week program was developed to enhance training and retention for new graduates entering the workforce at this facility.

IRP DIGITALIZATION

Matchwell's technology platform was implemented at no extra cost to fully digitize the internal float pool, improving scheduling efficiency and providing real-time data on clinician responsiveness and reliability.

SENIOR LEADER APPRECIATION

A structured 30-60-90 day rounding program was launched, establishing regular check-ins with leaders and new staff to build trust, surface early concerns, and remove barriers to support retention efforts.

The Results

KEY OUTCOME

IMPACT

Stabilized Nurse-to-Patient Ratios

The improved staffing balance reduced strain on clinical teams and supported consistent, high-quality care.

Lower Attrition Across Roles

Turnover declined among new graduates, core staff, and leadership, creating continuity and reducing onboarding demands.

Greater Visibility and Predictability

Digitizing the internal resource pool provided real-time data for better planning and staff mix management.

Improved Engagement & Retention

Consistent leader touchpoints improved connection, boosted satisfaction, and strengthened retention while aligning new hires with organizational goals.

Sustained Progress Through Partnership

The health system's journey toward total workforce stability is ongoing, strengthened by continuous collaboration and evolving strategies. Together, leadership and Medical Solutions have reduced attrition, stabilized nurse-to-patient ratios, enhanced scheduling visibility, and reinforced staff engagement.

More importantly, this partnership has established a living workforce model that adapts to future challenges, supports long-term planning, and ensures the organization is equipped to meet both current and emerging needs of care delivery.

About Us



Medical Solutions™

Medical Solutions is one of the nation's leading healthcare workforce partners, delivering workforce solutions, advisory services, technology, recruiting, and staffing. With expertise across managed services, internal resource pools, virtual health, workforce disruption, contingent staffing (including PRN, local, and travel), interim leadership, domestic and international direct hire, and dedicated managed staffing, Medical Solutions empowers healthcare systems to optimize labor costs, improve patient care, and prepare for future workforce needs.

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