GOSECURE SAVES LARGE HEALTHCARE SYSTEM HUNDREDS OF THOUSANDS ANNUALLY THROUGH PREDICTIVE STAFFING

GoSecure

CASE STUDY

MACHINE LEARNING HELPS OHIOHEALTH MATCH STAFFING LEVELS TO ANTICIPATED DEMAND, LOWERING THE COST OF HEALTHCARE

BACKGROUND

OhioHealth is a nationally recognized, not-for-profit charitable healthcare outreach arm of the United Methodist Church. The organization has been recognized as one of the top five large health systems in America by IBM Watson Health, an honor received six times. OhioHealth is a family of 35,000 associates, physicians and volunteers. It also consists of a network of 12 hospitals, 200+ ambulatory sites, hospice, home health, medical equipment and health services spanning 47 Ohio counties.

CHALLENGES

One of OhioHealth's strategic initiatives is to increase efficiency through a series of Quality and Affordability projects. One such project is to ensure that the appropriate number of staff members are scheduled, a difficult task in a complex and fluid environment. While balancing numerous interacting factors, the team desired to thread the needle between overstaffing (leading to unnecessary expense) and understaffing (leading to poor patient experience).

"The insights provided by GoSecure have given us an understanding of patient volumes that we haven't had before."

—Patient Access Supervisor

SOLUTION

GoSecure and OhioHealth collaborated to develop a machine learning model that can predict staffing demands at a departmental level, where such predictions did not exist before. This solution brings together multiple data sources to augment the decisions being made by the department's supervisors, enabling intelligent operations.

BENEFITS

Providing OhioHealth supervisors with a Predictive Staffing solution enabling them to make appropriate decisions about such issues as:

- How many associates should be scheduled within a 3-week window
- When to contact replacement staff after a scheduled associate calls in sick

OhioHealth teams are currently piloting the model across several sites with a goal of quickly advancing the initiative. This work is seen as a key enabler for future improvements in staffing, such as self-scheduling and flexing staff across multiple locations. This initiative is estimated to save hundreds of thousands of dollars annually in just a single department.

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