

Medway Community Healthcare (MCH)

Implementing a Successful Workforce Management Solution

Case Study



| The Customer

MCH is an award-winning Social Enterprise and Community Interest Company offering a broad range of high-quality community services for both the NHS and non-NHS organisations across health and social care.

| The Challenge

Due to often complex and varying shift arrangements, break and expense policies, working practices had varied enormously between sites – and MCH recognised they needed to align working practices for tighter work processes and greater control over agency utilisation, spend and quality.

To achieve this, they wanted support and expertise in understanding and managing an efficient temporary workforce that would bring all their processes together in one centralised place, and give the organisation a far clearer picture of their overall state.

| Our Approach

Working with MCH's key stakeholders in a collaborative and unified way, we focused on creating a customised PRINCE 2 project plan for the deployment of a 24/7 managed service solution, underpinned by a tailored version of our Cloud-based, Modular Workforce Management Software.

Results at a glance

- 24/7 dedicated service desk
- 15% increase in fill rates
- 70% reduction in short notice requests within the first 3 months
- Improved compliancy from staff

15k+
Hours per month

85%+
Average fill rate

| The Solution

Designed to meet the needs of MCH, we embedded a dedicated centralised managed service team responsible for the supply, cost and risk of all agency supply. Solutions introduced include:

- Dedicated service team 24/7
- Compliance management
- Workforce advisory services
- Best in class software solution
- Supply chain partnership programme
- Comprehensive bespoke reporting
- E-timesheets & streamlined invoicing process
- Streamlined finance processes
- SLA backed contract

| The Results

MCH now have access to accurate management Intelligence, fill rates and spend data with aligned client policies that deliver greater visibility and control across all activity and spend. Since these changes have been implemented they have achieved:

- Increase fill rates under pinned by supply - 15% increase in fill rate
- Continuity of patient care
- Significant reduction in time spent by MCH on managing agency staff
- Optimised finance workflows
- Reduced compliance risks
- Quicker time to hire
- Improved agency worker satisfaction
- Improved supplier satisfaction

| Next Steps

Due to the success of these changes and with the aim of aiding further growth and reducing costs further, we will also be introducing our managed staff bank solution to MCH by utilising a dedicated bank team and bank elements of our Workforce Management Technology. Our ongoing collaboration with MCH will also see us bringing in our permanent and overseas division, with the view of tackling the cause of agency spend and providing stability by increasing staff consistency and therefore, patient care through the Healthcare Professional from both domestic and overseas candidates.



Why us:

20+

Years of experience

8m+

Hours delivered

600

Healthcare Specialists

95%

Trusts regularly working with us

100k

Pool of Healthcare Professionals

98%

Average NHS Audit score Platinum status

Our services:



Staffing Solutions

Full-time, part-time, temporary or permanent, we fill over 8 million plus hours a year.



Clinical Services

Insourced, outsourced, virtual consultations and triaging – we help reduce patient wait times.



Workforce Technology

A fully interoperable, modular platform powered by Clarity to manage all staffing needs.



Managed Services

Master, Neutral & Hybrid Vendor Services, plus Recruitment Process Outsourcing.

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