

# Clinical Team Insights

Data, education, and networking that empower the clinical workforce to deliver optimal, cost-effective, patient-centered care more efficiently

## Expanding need to invest in the clinical workforce

The health care landscape continues to rapidly change resulting in many workforce challenges. Organizations must be culturally prepared and ready for change; they must learn to work more efficiently and cost-effectively. Breaking down silos, working across the system, reducing variations, and optimizing their workforce to the top of their scope of practice is key to successfully overcoming workforce challenges. Organizations must focus on prioritizing their recruitment and retention strategies and must take a critical look at the root cause of low engagement or clinician turnover. Identifying and mitigating drivers of clinician burnout involves addressing sub-optimal work unit and organizational structures. Health care systems invest about 60% of their operating costs in their clinical workforce and can protect that investment by implementing workforce solutions strategically.

- Disengagement and burnout – As evidenced by higher clinician turnover rates and reduced productivity, this leads to increased errors, worsened patient outcomes and lost revenue.
- Expanding advanced practice provider workforce (APP) – While the number of APPs has grown, they continue to be underutilized, and role expectations are inconsistent or unclear.
- Silos across the system – Silos continue to hinder clinical workforce alignment with the organization's strategic goals due to deficits in the organizational design and processes.

## Accelerate success with clinical workforce alignment

Prioritizing and addressing clinical workforce needs impacts the organization's culture, efficiency, performance, and quality of care for patients. A thorough assessment is required to develop a clear understanding of how and what structures and processes enable or hinder clinicians from performing at their fullest potential. Organizations need to target variations within the system's design and operations, to challenge the status quo and create a unified system. Ultimately, they need to drive an inclusive team-based environment through consistent, evidence-based standards and processes, enabling the clinical workforce to maximize their revenue potential while increasing their well-being and loyalty.

Health care organizations that prioritize the needs of the clinical workforce, focusing less on hierarchy and more on inclusivity, create a unified front with shared goals. When all clinicians are supported, valued, and engaged, organizations achieve a significant return on investment for their clinical workforce.

## ROI of optimization

By optimizing your clinicians and reassigning activities that are not top of license, ambulatory organizations could:

### Save in labor costs



> \$25K  
per APP

> \$52K  
per physician

### Increase access and revenue



800+  
more patient slots per  
APP/year

500+  
more patient slots per  
physician/year



> \$57k  
net revenue per  
APP/year

> \$35k  
net revenue per  
physician/year

## Clinical Team Insights overview

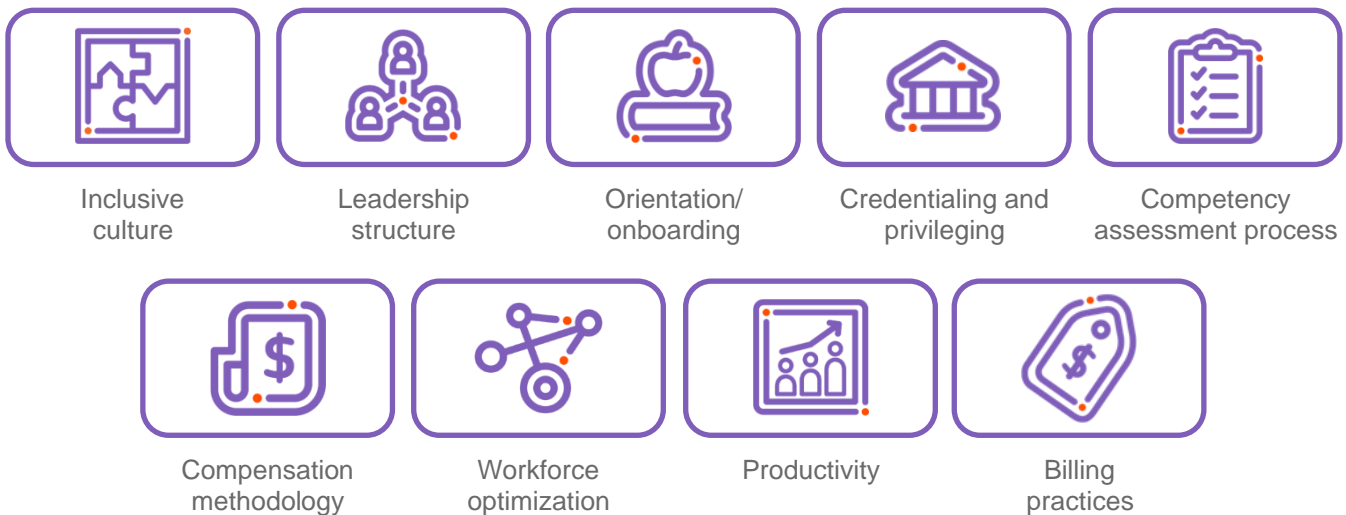
Through data, education, and networking, Vizient® Clinical Team Insights identifies opportunities to align the clinical workforce and operations with the strategic goals of your health system. Organizations that partner with Clinical Team Insights report improved clinician engagement, patient outcomes, access to care, and financial performance.

### Member experience

Clinical Team Insights partners with you to identify opportunities to improve your organizational structures and processes that improve the clinical workforce's well-being, efficiency, and performance. We start with five annual survey-based assessments collecting data from the entire health system. These assessments allow us to identify areas of opportunity by revealing inconsistencies across the system. Organizations also receive comparison benchmarks from like-organizations and a performance scorecard in nine domains.

Once opportunities are identified, measurable improvements can be made utilizing educational resources and peer-to-peer networking opportunities. Participants learn about leading practices that optimize the workforce, drive operational efficiency, and promote optimal care delivery strategies.

### Our nine domains



“I am always asked to present comparison data with other AMCs similar to my organizations' size when working with my executive and medical staff leadership to address scope of practice in our bylaws, as well as compensation, committees, ratios, and schedules, etc. This data is invaluable.”

Sharona Johnson, PhD, FNP-BC, NE-C,  
System Administrator Advanced Clinical Practice,  
Vidant Medical Center



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As the nation's largest member-driven health care performance improvement company, Vizient provides solutions and services that empower health care providers to deliver high-value care by aligning cost, quality, and market performance. With analytics, advisory services, and a robust sourcing portfolio, we help members improve patient outcomes and lower costs.