

Case Study: Predictable Staffing for a Level II Trauma Center Serving Five Counties



Integrated hospital serving a five-county region as a Level II Trauma Center gains a leg up in meeting patient demand and growing surgical volumes after working with Synergy Health Partners.

Problem Overview

For a Level II Trauma Center hospital serving a five-county area that serves hundreds of thousands of patients in times of need, it's incredibly important to be able to maintain predictable staffing levels.

Increasing patient demand coupled with ongoing healthcare staffing shortages was making it difficult for leadership to recruit and retain adequate personnel to support the Trauma Center's operations. The hospital had a large general surgery program in place but was struggling to keep it staffed as well. Local private practice surgeons working at the hospital were overwhelmed and burning out, which threatened staffing levels further.

However, partnering with Synergy Health Partners resolved both of these issues. The Surgicalist Model is a long-term staffing and management program that helped the hospital grow and maintain surgeon staff levels that allowed them to accommodate a 17% increase in patient volume, while creating an environment that integrated work-life balance for the Surgicalists and the community surgeons they supported.

What this Medical Center Needed

Thinking strategically, the hospital leadership team had two goals when they began their partnership with Synergy:

1. Increase staff bandwidth for taking emergency call and ensuring 24/7/365 coverage;
2. Provide a single staff point of contact for the Trauma Center and corresponding work with the American College of Surgeons (ACS).



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Solution

Synergy and the hospital team worked together to create a staffing and management program that would ensure 24-hour availability of general surgery trauma services, including emergency department coverage, surgery, follow-up, and post-operative care.

This was accomplished with a Surgicalist team of general surgeons and advanced practice clinicians, who were sourced, recruited, and onboarded by Synergy Health Partners. Surgicalists are surgeons who are dedicated to a hospital facility and who work preset shifts covering call and acute inpatient consultations for private practice surgeons. Unlike temporary locums physicians and travel clinicians, Surgicalists are part of the hospital staff and team; they serve on committees and work side-by-side with hospital administration to grow programs and improve operations.

These Surgicalist staff members covered on-call shifts for the hospital's in-house teams, ensuring 24/7/365 coverage and allowing the local surgeons to truly recover during their time off.

The Surgicalist Model creates a virtuous circle supporting the hospital leadership and the surgeons achieve their goals, while improving patient access to care. It gives the Surgicalist surgeon the flexibility to work seven to 10 consecutive days per month, allowing for predictable blocks of time off. In parallel, it reduces care conflict for private practice surgeons, because they can go home at the end of the day and return refreshed for the next day's patients, knowing that their patients are covered with the support of the dedicated Surgicalist team.

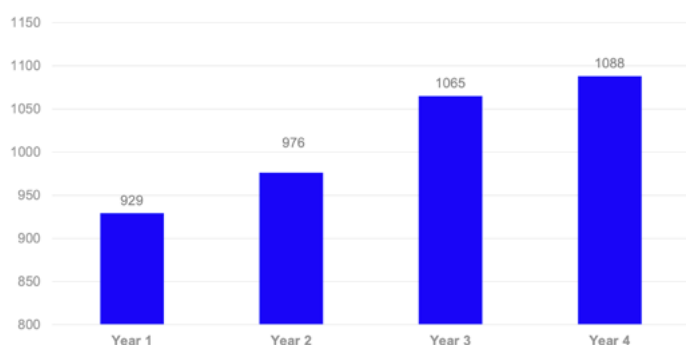


Results

Synergy has consistently supported this hospital's staffing needs. Currently, Synergy maintains nine Surgicalist doctors—six full-time and three part-time providers—as well as an entire group of advanced practice providers to support their General Surgery Level II Trauma program.

As a result, the hospital has been able to not only adequately handle patient demand, but also grow patient volume by 17%.

Patient Surgical Volume



Surgicalist Program enabled: consistent staffing, volume increases, and patient access.

Summary

In conclusion, the partnership between this integrated hospital system and Synergy Health Partners demonstrates the true value of a Surgicalist program for a hospital aiming to achieve predictable staffing levels, grow facility volume and market share, increase patient access, and retain local surgeons.

SYNERGY HEALTH PARTNERS SUPPORTS:

1. Predictable staffing
2. Facility Volume and Market Growth
3. Patient Access
4. Reduced burnout and retention of local surgeons

To learn more about Synergy Health Partners and innovative Surgicalist staffing models for hospitals, visit Synergy-HP.com.

