



Bespoke[™]
WORKFORCE SOLUTIONS

LotusOne[™]

CASE STUDY

How Premier Health Halved Agency FTEs and Converted 75 Travelers to Perm

Balancing operational stability with cost efficiency is a constant challenge for healthcare leaders. Premier Health, a five-hospital system in Dayton, Ohio, faced those pressures head-on. Confronted with high contingent labor costs, fragmented vendor management and limited visibility into workforce data, Premier sought a more strategic and unified approach.

By consolidating its vendor relationships into a single partnership with Bespoke Workforce Solutions—and leveraging LotusOne to bring order and insight to a complex workforce—Premier strengthened collaboration, enhanced data accuracy and achieved measurable, sustainable results.



LotusOne excels at improving workforce efficiency. It highlights each stage gate of the fulfillment process, so we always have line of sight into where candidates are, enabling a clean handoff between our teams.

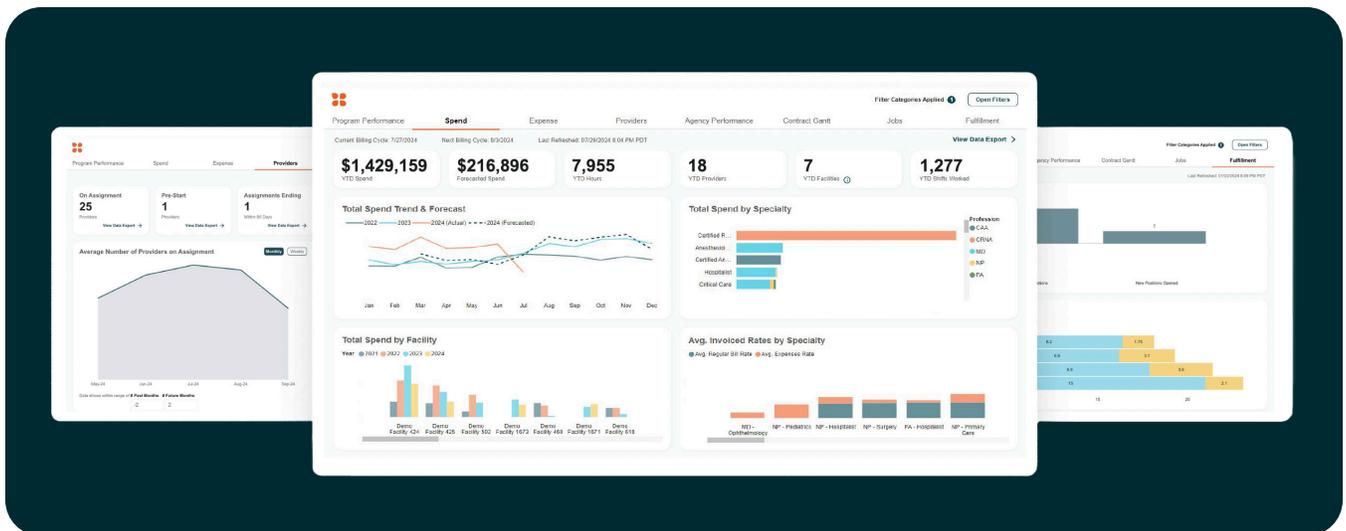
— **Lindsey Farran**, System Director, Nursing Finance and Strategic Resource Management, Premier Health Partners



Challenges

Premier Health was contending with high contingent labor usage—more than 400 travelers on assignment across the system. Managing multiple staffing agencies created operational inefficiencies and data inconsistencies, complicating workforce planning and cost management.

Leadership recognized the need for a more cohesive workforce strategy, one that could reduce administrative friction, align data sources and enable proactive decision-making. The goal was not only to lower expenses but also to improve stability and create consistency across the organization's workforce operations. What became clear in practice was how critical efficiency and visibility would be in making that strategy work.



Solutions: Workforce Intelligence in Action

Premier restructured its partnership with Bespoke around three core priorities designed to improve efficiency and transparency:

Unified vendor model

By moving to a single managed service provider, Premier eliminated redundant systems, simplified reporting and created one reliable source of workforce data. This model provided consistent KPIs and performance metrics that aligned teams across all facilities.

Open and transparent collaboration

Ongoing meetings, shared documentation and open communication channels fostered alignment between Bespoke and Premier's leadership teams. This partnership structure supported continuous evaluation of progress, priorities and market conditions.

"We had really candid conversations discussing, 'Here's what's working' and 'Here's what's not working,'" said Lindsey Farran, System Nursing Director at Premier Health.

Technology-enabled insight through LotusOne

LotusOne provided Premier with real-time visibility into staffing needs, open positions, cost data and local market trends. The platform allowed leaders across departments to access the same information instantly, replacing manual spreadsheets with dynamic dashboards that could be customized to specific views and reporting needs.

"With LotusOne, we're able to make more nimble staffing decisions," said Farran. "Any individual in any functional area can look up what their needs are, what support they currently have active, and really layer that over the cost, the forecasting, understanding the market demand—which is incredibly important."

Results

Through this partnership, Premier Health achieved measurable progress in key performance areas:

1. Agency reduction

Reduced FTE agency staffing from **400** to **192** in two years.

2. Cost optimization

Lowered contingent labor spend by **15%** year over year.

3. Improved utilization

Increased total FTEs by **4%** while reducing traveler hours by **24%**.

4. Rate management

Achieved an **11.6%** reduction in average bill rates.

5. Workforce stabilization

Transitioned more than **75** travelers into permanent positions.



Workforce Intelligence in Action

LotusOne became the foundation for more coordinated and informed workforce planning across Premier Health. The platform's shared dashboards gave nursing, operations and finance leaders a unified view of workforce trends, helping them anticipate needs, align staffing priorities and respond more strategically to fluctuations in patient demand.

"It's really cool to see how our organization is making progress towards less agency and also understanding what's going on in the market so we can make informed decisions," said Farran.

By using current data to guide decisions, Premier was able to refine incentive programs, optimize agency utilization and focus recruitment where it was most needed. The visibility provided by LotusOne supported proactive workforce planning, allowing teams to assess performance trends and adjust resourcing before challenges arose.

"Every Monday, we go and look at our needs from the past weekend and look into what we have from an operations perspective," said Farran. "That allows us to really assess what's going on locally with our patient volumes, to decide if we need more or less agency staff in the upcoming weeks."

Centralized, accurate information also improved collaboration between Premier and Bespoke. With consistent data and clear performance metrics, conversations shifted from reconciling reports to developing long-term strategies for efficiency, retention and cost control. The combination of trusted data, shared accountability and continuous dialogue created a more agile, informed approach to workforce management.

A Foundation for Ongoing Success

Premier Health's results were made possible through strong leadership commitment, data transparency and a partnership built on trust. Bespoke's collaborative approach and market expertise, combined with the real-time visibility provided by LotusOne, enabled the health system to make informed decisions and sustain long-term workforce improvements.

Together, Premier and Bespoke continue to evolve their partnership to meet future needs—demonstrating how open communication, shared goals and data-driven insights can support operational stability, reduce costs and strengthen the culture of care.