

CASE STUDY

Improving Time to Fill Through Strategic MSP Optimization

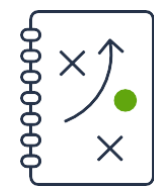


Medical
Solutions™

Introduction

A large national healthcare organization partnered with Medical Solutions as its Managed Services Provider (MSP) for several years, consistently exceeding industry benchmarks. While results remained strong, the client continued to seek faster turnaround, tighter vendor oversight, and greater visibility into talent pipelines.

Medical Solutions responded by refining recruitment alignment, strengthening vendor management, and reinforcing operational discipline to drive faster submissions, fills, and starts.



The Challenge

Although overall performance was strong, the client saw gaps in speed and sought greater efficiency across talent delivery workflows. Their primary point of contact preferred direct control over vendors and processes, raising expectations for speed and responsiveness.

Key Challenges Included:



A contractual 10-day release window that allowed external partners to access unfilled roles, resulting in 21 clinicians working outside the MSP.



Fragmented vendor relationships that reduced consistency and predictability in hiring workflows.



Need to improve time to submit, time to fill, and time to start.



The Strategy

Medical Solutions focused on tightening how work moved through the system: who received roles, how quickly they responded, and how clearly performance was tracked.

Medical Solutions' Approach:



Align internal recruitment teams by clinical modality to increase specialization and improve candidate throughput.



Prioritize relationships with high-performing affiliate partners known for speed and familiarity with the client's environment to accelerate submissions.



Use weekly infill-rate reporting to help direct recruiters' focus to areas of greatest need, ensuring rapid action on hard-to-fill locations.



The account support team engaged affiliate partners as valued clients, fostering trust and ensuring consistent execution across the MSP ecosystem.



Accommodated the client's preference to engage a small vendor outside typical scope.

Implementation

With the strategy defined, Medical Solutions moved quickly to put it into motion, aligning recruitment, vendor activity, and reporting into a more coordinated workflow. Multiple levers were activated at once, allowing improvements to take hold quickly.

✓ **Performance data evaluated:**
2024 analytics used to identify the highest-impact improvement areas

✓ **Recruitment realigned:**
Internal teams focused on specialized clinical roles

✓ **Supplier relationships strengthened:**
Top-performing vendors received earlier visibility into job openings

✓ **Weekly insights activated:**
Reporting used to guide recruiter focus and adjust priorities

✓ **Panel operations adjusted:**
Engagement reinforced, client-preferred vendor supported, and release cycles managed to reduce leakage

✓ **Continuous monitoring established:**
Trends tracked to quickly identify and correct workflow issues

The Results

The program is now more consistent, with faster hiring cycles, stronger vendor participation, and the highest performance levels to date. The client now has a stronger foundation in place to maintain and build on these results.

Time to First Submit

2024: 3.56 days
2025: 2.18 days

Reduced by
more than one full day

Time to Fill

2024: 8.55 days
2025: 4.71 days

Nearly
50% faster

Time to Start

2024: 26.97 days
2025: ~17 days

Starts occurred
9–10 days earlier

Quality Improvements

Completion rates
increased by **0.2%**

Speed improvements did
not compromise quality

Panel Participation

Vendors previously
working outside the MSP
began engaging within
the program

About Us



Medical Solutions™

Medical Solutions is one of the nation's leading healthcare workforce partners, delivering workforce solutions, advisory services, technology, recruiting, and staffing. With expertise across managed services, internal resource pools, virtual health, workforce disruption, contingent staffing (including PRN, local, and travel), interim leadership, domestic and international direct hire, and dedicated managed staffing, Medical Solutions empowers healthcare systems to optimize labor costs, improve patient care, and prepare for future workforce needs.

READY TO LEARN MORE?

Call us today at **866.633.3548** or visit **[MedicalSolutions.com](https://www.MedicalSolutions.com)**