

# UPMC Sees \$51M+ in Savings and Streamlined Staffing with Syncx Float Pool, Locum MSP, and Perm ATS Integration

**\$51.3M+**

Total cost savings in just 3 years, all leveraging Syncx solutions.

**\$18M+**

Savings in program spend in 2025 alone.

**43%**

Of all Locums running through internal float pool, up from 28% in 3 years.

## Client at a Glance

**UPMC**  
LIFE CHANGING MEDICINE

- **Headquarters:** Pittsburgh, PA
- **Employees:** 92,000+
- **Facilities:** 40 hospitals, 800 outpatient sites
- **Insurance Coverage:** 4 million members
- **Distinction:** Largest non-governmental employer in Pennsylvania, and the largest medical insurer in western PA
- **Specialties:** Full spectrum of clinical services across western PA and beyond

## Key Challenges

- Over-reliance on costly locum tenens agencies
- Manual, fragmented internal float pool management
- Lack of visibility into staffing availability and spend
- No centralized solution for permanent physician hiring
- Limited ability to optimize staffing decisions across systems

## The X Factors

**SOLVING FOR PHYSICIAN STAFFING AT SCALE**

UPMC was facing a national problem at a massive scale: how to keep hospitals fully staffed with high-quality physicians without breaking budgets or burning out teams. Reliance on third-party locum tenens agencies was driving up costs and reducing visibility. Their internal float pool program, though promising in concept, was manual, fragmented, and unscalable. To deliver better care without overspending, UPMC needed a modern, integrated, and strategic approach to physician staffing.

## CHALLENGE 1

### A MANUAL SYSTEM THAT COULDN'T SCALE

#### THE PROBLEM

UPMC's initial internal float pool program was entirely manual. Physicians were tracked on whiteboards, spreadsheets, and emails — creating significant delays, inefficiencies, and potential for error. When an emergency arose, there was no real-time visibility into who was available and where.

## ✕ SYNCX SOLUTION

We digitized and centralized the float pool process, replacing the whiteboards and spreadsheets with an intuitive, automated platform. This gave stakeholders real-time access to physician availability system-wide, regardless of their physical location.

## CHALLENGE 2

### COSTLY AND UNCOORDINATED LOCUM TENENS USAGE

#### THE PROBLEM

UPMC relied heavily on external locum agencies — often at a premium cost — without standardized rates, contract terms, or visibility across departments. Leaders lacked the data to make informed decisions, and overspending was going unnoticed.

## ✕ SYNCX SOLUTION

We implemented a unified Managed Services Provider (MSP) model that centralized all locum agency engagement. This standardization of rates, usage, and contract terms brought clarity and predictability to staffing spend. Syncx also helped introduce new, cost-effective agencies to expand specialty access and increase competition.

**“Before Syncx, people didn't even realize how many locums they were using — you just fill the gap and move on.”**

## CHALLENGE 3

### PERMANENT HIRING DISCONNECTED FROM STAFFING STRATEGY

#### THE PROBLEM

Despite progress with float pools and external locums, UPMC's permanent physician hiring was handled separately, limiting the ability to make strategic, long-term staffing decisions. Recruiting teams lacked the tools to manage candidates efficiently or see where permanent placements could offset recurring locum needs.

## ✕ SYNCX SOLUTION

The integration of UPMC's internal float pool and its external locum data was a powerful combination in its own right because it created opportunities to make better, more strategic decisions about how to fill shifts. For example, if UPMC was consistently deploying locums to a single location or cluster of locations, that was a good indicator that it was time to start recruiting for a permanent physician in that area.



TESTIMONIALS

# “A game-changer for locum management and utilization system-wide.”



**Abigail Hile**

Director of Operations, Locums, UPMC

## Outcomes Delivered

We didn't just provide software — we became an embedded strategic partner. Through a phased rollout across float pool, MSP, and ATS systems, UPMC achieved a level of coordination and efficiency they had never experienced before.

**INTEGRATED, INSIGHTFUL, IMPACTFUL**

- **\$51.3M+ in Total Savings**
- **100% Consolidation of Staffing Spend under Syncx programs**
- **Improved Visibility & Reporting**
- **More Time for Strategic Work**
- **More Inclusive Vendor Base**

Launched UPMC Locums

Launched agency locums

Added 9 new locums' agency partners

Built and launched Syncx perm ATS

2023 onward continuous improvement



Launched UPMC credentialing & payroll

Successfully transitioned 80+% of UPMC spend to Syncx

Transitioned program fees to agencies

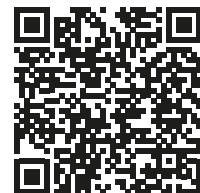
On site and virtual trainings for all UPMC recruitment

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