

Tech-Enabled Managed Services vs. Traditional Outsourcing

Experts estimate that labor costs will rise \$77 billion in 2024, leaving healthcare leaders scrambling to find a solution*. To deal with these persistent labor challenges, decision makers are turning to outsourcing to provide relief in cost labor, but health systems must mitigate the risks associated with traditional outsourcing options.

With the Tech-Enabled Managed Services (TEMS) approach, organizations can rest assured that they aren't sacrificing critical standards of their business that are often compromised in traditional outsourcing agreements, including quality, efficiency, and a healthy work culture for employees. As organizations turn to innovative outsourcing, they benefit from cost reduction, quality improvement, and technology-driven insights to realize long-term, sustainable improvements.

Traditional Outsourcing:

Doesn't Always Put Employees First

- Typically replaces roles without prior notice/consideration.
- Stymies employment career growth due to lack of professional development opportunities.

TEMS:

Prioritizes Employees' Success and Welfare

- Enables organizations to recruit and retain top talent.
- Provides a growth trajectory and clear path to career advancement.
- Provides access to a breadth and depth of healthcare expertise and resources to optimize employee productivity.



Fails to Increase Productivity and Improve Outcomes

- Organizations save money, but employee performance suffers, failing to provide clinical staff with the insights they need to do their job.
- Yields poor employee performance and sub-optimal support for clinicians turning to data experts to make informed decisions.

Exceeds Traditional Outsourcing Performance

- Drives automation and efficiency through the appropriate use of advanced technologies.
- Helps products and services yield optimal outcomes for clients.



Differing Cultural Values

- Health systems feel like outsourcing is inevitable, but struggle to find the right cultural fit.
- Often end up with a partner who doesn't align with the organization's mission, sacrificing employment satisfaction and long-term improvement.
- Many outsourcing options take a myopic approach to healthcare improvement.

Focuses on Cultural Alignment

- TEMS is an employee-first approach to outsourcing, providing employees with everything they need to be successful.
- TEMS takes a holistic approach to outsourcing with its proven ability to reduce costs and deploy improvements in financial, operational, and clinical outcomes while caring for employees in the near and long-term.



Why Top Health Systems are Choosing TEMS

	Traditional Outsourcing	TEMS
Reduces Labor Cost	✓	✓
Retain Top Talent	—	✓
Employee-First Approach	—	✓
Drives Efficiencies	—	✓

*Source: <https://www.mckinsey.com/industries/healthcare/our-insights/the-gathering-storm-the-transformative-impact-of-inflation-on-the-healthcare-sector>

About Health Catalyst

Health Catalyst is a leading provider of data and analytics technology and services to healthcare organizations committed to being the catalyst for massive, measurable, data-informed healthcare improvement. Its customers leverage the cloud-based data platform—powered by data from more than 100 million patient records and encompassing trillions of facts—as well as its analytics software and professional services expertise to make data-informed decisions and realize measurable clinical, financial, and operational improvements. Health Catalyst envisions a future in which all healthcare decisions are data informed.