



CASE STUDY

Stabilizing IT Staffing for a Leading Ohio Health System



The Challenge

For over two decades, a leading health system partner with an Aya Healthcare subsidiary – Bespoke Workforce Solutions – for clinical staffing support when the system's CIO made the strategic decision to expand their managed service program (MSP) to include IT. IT managers were protective of their hiring process and hesitant to involve an outside MSP, however they recognized that the department lacked visibility into contingent labor spend, had no formal approval workflow and struggled with inconsistent costs. Compounding these issues, the system's primary IT provider was falling short – offshoring strategies had failed, and critical projects were rejected or delayed.

The Solution

Aya Healthcare, through its subsidiary Bespoke, partnered closely with an internal sponsor and the IT leadership team to earn trust and drive adoption. The team facilitated regular roadshows, office hours and transparent communication to bring IT managers into the process and address concerns early. Rather than forcing change, Aya invited collaboration—allowing the client to select their own vendor panel and fostering strong relationships with those partners.

To reduce inefficiencies, Aya implemented local staffing requirements for onsite roles and eliminated unnecessary travel. Focused support in high-demand specialties like developers, project managers and EHR system analysts helped fill the critical gaps left by the previous provider's offshore model.

The Results

Over the past eight years, Aya's support has brought long-term stability and operational clarity to the client's IT workforce:

- ✓✓ A consistent, high-performing team of 80-90 IT professionals
- ✓✓ Elimination of excess travel expenses
- ✓✓ Full visibility into departmental spend
- ✓✓ A streamlined, formalized approval process
- ✓✓ 15 Aya contractors converted to permanent employees in the last year alone—a standout achievement in IT staffing

Today, the client's IT department operates with increased efficiency, supported by a workforce partnership grounded in trust, collaboration and results.

Today's dynamic and competitive environment requires an innovative partner you can rely on. If you're looking for a data-driven approach to healthcare staffing, contact workforcesolutions@ayahealthcare.com or visit www.ayahealthcare.com.