

# Success Story

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## Delivering additional value through purchased service refinement and consolidation

### BACKGROUND

## WHEATON FRANCISCAN HEALTHCARE SOUTHEAST, WI

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Wheaton Franciscan Healthcare (Wheaton), an organization with over a century of caregiving experience in Southeast Wisconsin, collaborated with The Resource Group to improve its non-payroll cost structure and enhance its regional supply chain strategy.

As Wheaton Franciscan implemented The Resource Group User-Directed Integrated Solutions, leadership identified significant opportunity in the purchased services category.

### OPPORTUNITY

Upon agreement to the scope of work, the Ascension Wisconsin Leadership Team elected to dedicate two members of the Deployment Community to complete the conversion, implementation, consolidation, and elimination activities.

### SOLUTION

Throughout the engagement, the Ascension Wisconsin Purchased Services Deployment resources drove value for Ascension Wisconsin through the following actions:

- Reduced overall spend in purchased services categories
- Accelerated implementation of national GPO agreements to drive savings and improve compliance
- Identified unwanted and/or unnecessary contracts based on feedback from end-users and approval from leadership
- Increased savings driven through renegotiation, contract consolidation and contract cancellation

Collaboration  
between  
The Resource  
Group and  
Wheaton  
Franciscan  
on Purchased  
Services  
resulted in  
**\$2.9M**  
in savings



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The Resource Group employed a three-step approach for the Wheaton Franciscan Purchased Services engagement:

Identify, analyze, and implement **national and regional** contracts

Review existing local contracts and **optimize** a regional strategy

Eliminate duplicative service contracts and **add value** through cost avoidance

## IMPACT

- Implementation of 14 Resource Group Agreements with the largest savings impacts in the Medical Staffing category equaling 15% savings on \$6.5M+ in annual spend
- Reduction in risk and liability through standard contract terms and conditions
- Improvement of purchased services contract compliance throughout the Ascension Wisconsin Ministry Market on over \$83M+ of annual spend
- Rationalized unwanted/unnecessary purchased services contracts at the Ascension Wisconsin Ministry Market
- Established an implementation plan that allows for a seamless transition from the Deployment Team to the Wisconsin Ministry Market local team

“Especially given that our legacy Wheaton organization pioneered the new abbreviated Symphony deployment schedule, we have been exceedingly impressed with the performance of The Resource Group. The team has been precise and focused on their execution of a very tight timeline, and yet they never wavered from their high standards of service and collaboration to their colleagues. Most importantly, their partnership with the local Health Ministry ensured that we collectively kept mission and patient care at the forefront of all activity, at all times.”

Tracy Rogers,  
Chief Operating Officer



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