Rewriting the Staffing Rules: How Berkshire Health Systems Took Back Control

How a Strategic Partnership with Trio Workforce Solutions Delivered Efficiency, Cost Savings, and Transparency Across Berkshire Health Systems

Introduction

In the face of growing workforce shortages, rising costs, and increasing operational complexity, health systems are reevaluating how they manage contingent labor. Focusing simply on filling open positions isn't enough. Organizations need sustainable, cost-efficient staffing models that provide transparency, compliance, and the agility to respond to fluctuating demand. The right workforce solutions partner can help you achieve these goals with a scalable strategy, streamlined processes, and powerful technology.

This case study shows how Berkshire Health Systems (BHS) partnered with Trio Workforce Solutions to bring order and efficiency to its workforce program. Through centralized rate management, cutting-edge technology, and operational best practices, BHS was able to improve cost control, accelerate time-to-fill, and simplify internal workflows. Whether you're managing clinical staffing across multiple sites or looking to introduce your first MSP, this case provides valuable insights into what a strong partnership can deliver.

About Berkshire Health Systems

BHS serves communities across western New England through a network of acute care hospitals, outpatient clinics, and community-based care programs. It operates three hospitals, more than two dozen provider clinics, an urgent care center, a satellite emergency facility, and a visiting nurse association. Over the years, BHS has expanded its footprint through both organic growth and acquisition, including the reopening and integration of a previously closed critical access hospital.

Executive Snapshot

Driving Workforce Efficiency and Cost Control Through a Strategic MSP Partnership: Berkshire Health Systems partnered with Trio to bring structure, transparency, and efficiency to its contingent staffing operations across Locum Tenens, Nursing, and Allied Health. Through the implementation of Trio technology, a standardized rate card process, and reverse invoicing, BHS quickly realized measurable improvements in cost savings, operational performance, and fill speed.

Key Results

- 9% Reduction in Average Bill Rates for Nursing and Allied Health within 12 months
- 28% Reduction in Contingent Labor Spend Year-over-Year
- Candidates Processed 9 Days Faster
- Decreased Client Decision Time by 7 days
- Standardized Rate Card Implementation
- Reverse Invoicing Adoption
- Client Satisfaction: 10/10 NPS score

Originally, BHS engaged Trio to support its Locum Tenens staffing needs. After experiencing success with that program, leadership expanded the relationship to include Nursing and Allied Health. The expansion focused on driving efficiencies, standardizing rates, and creating full visibility across all service lines through a single technology platform.

The Challenge: Connecting Processes and Standardizing Bill Rates to Achieve Savings

As with many health systems, BHS faced increasing challenges related to fragmented staffing workflows and limited visibility into spending. Without a centralized MSP in place, that included Nursing and Allied Health, units operated with minimal oversight, resulting in rate inconsistencies, excessive email communication, and a reactive rather than strategic approach to filling positions.

While BHS had long leveraged Trio's support for Locums, the other clinical service lines lacked the same structure and control. Without standardized bill rates, the organization found it difficult to evaluate performance or track accountability. Additionally, the absence of integrated technology contributed to delays and inefficiencies across departments. Leadership needed a way to streamline processes, enforce rate governance, and enable faster decision-making, all while maintaining high-quality patient care.

Key Challenges:

- No MSP structure in place for Nursing and Allied service lines
- No centralized rate management across Nursing and Allied staffing
- Inconsistent bill rates and contract terms with limited cost oversight
- Inefficient communication between departments and agencies
- Limited visibility into vendor activity and workforce data
- Manual processes slowing down time-to-fill and onboarding

The Solution: Structure, Visibility, and Technology

Trio brought forward a comprehensive workforce management strategy that emphasized operational control, transparency, and simplification. The centerpiece of the solution was Trio's proprietary technology platform, which provided a centralized hub for managing job orders, tracking activity, and monitoring vendor performance across all staffing lines.

One of the first priorities was introducing a standardized monthly rate card process for Nursing and Allied Health. During a quarterly partnership review, Trio identified cost-saving opportunities and presented an example rate card to leadership for consideration. Within one month, a formal rate card was approved, implemented across all open and future job postings, and used to govern both new and extension offers. This not only created pricing consistency but also significantly reduced the volume of emails and back-and-forth communication required to approve offers.

BHS also became the first to implement reverse invoicing with Trio—a major win for efficiency. By flipping the invoicing model, the organization gained real-time visibility into spend, eliminated manual reconciliation tasks, and created a more scalable process for its finance teams.

Solution Highlights:

- Standardized Rate Cards across all Nursing and Allied units
- Trio VMS implemented for full-service line visibility and activity tracking
- Reverse Invoicing introduced for cost control and invoicing accuracy
- Real-time dashboards and vendor analytics for improved decision-making
- Cross-functional alignment between clinical, finance, and HR teams

Key Results: Tangible Savings and Streamlined Operations

The financial and operational impact of Trio's partnership was clear within months of implementation. Through the rate card initiative alone, BHS achieved a 9% reduction in average bill rates for Nursing and Allied Health positions:

- Avg. Bill Rate (Jan–Mar 2024): $102
- Avg. Bill Rate (Jan–Mar 2025): $93

Year-over-year, the program delivered a 28% reduction in total contingent labor spend for the same three-month period:

- Total Spend (Jan–Mar 2024): $3,635,409
- Total Spend (Jan–Mar 2025): $2,620,142

On a broader scale, within just seven months of using Trio's rate care strategy, BHS saved millions of dollars from its workforce budget while improving service levels. Trio also helped BHS increase agility in talent forecasting and deployment. For instance, during seasonal high-census periods—such as the summer months—aligning workforce planning with both patient volumes and fluctuations in core staffing needs.

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Faster Time-to-Fill: Beating Industry Benchmarks

In addition to financial savings, BHS significantly accelerated the candidate lifecycle—from job posting to credentialing. With all staffing activity running through the Trio platform, internal teams could move faster, make more informed decisions, and ensure timely onboarding.

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Here's how their average candidate processing timeline compares to national averages across all Trio clients:

Stage	Berkshire Health Systems	Trio Client Average
Name Clear	1 day	1 day
Agency Presentation	2 days	2 days
MSP Presentation	1 day	1 day
Client Decision	11 days	18 days
Agency Decision	1 day	3 days
Begin Credentialing	1 day	1 day
Total Time	17 days	26 days

The result: positions are filled faster, credentialing begins sooner, and fewer candidates are lost to delays or miscommunication.

Looking Ahead: A Model for Scalable Workforce Success

With its workforce program now operating at a higher level of efficiency, BHS is setting its sights on continued growth and optimization. Future initiatives include integration capabilities, refining rate strategies, and leveraging Trio's analytics to make smarter workforce planning decisions.

One major initiative on the horizon is a planned integration between the BHS' applicant track system (ATS) and Trio VMS. Once implemented, the integration will enable job orders to flow seamlessly from the ATS into Trio, eliminating manual duplication and reducing time-to-post. Whether the role is direct hire, internal resources, or agency staff, the integrated workflow will enable real-time visibility, streamline compliance, and support a faster response to staffing needs.

For other healthcare organizations looking to reduce cost, increase speed, and regain control over their contingent workforce, this case study offers a clear example of what's possible with the right partner and the right approach. Interested in learning how you can make these types of improvements to your workforce strategy? Give us a call.

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