



Emerging Company Spotlight

Trusted Health Works 2024

Reducing Clinician Burnout with a User-Friendly Scheduling Platform

works

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Why This Spotlight?

As clinician burnout remains front of mind for those in the healthcare industry, healthcare organizations continue to look for solutions to reduce clinician fatigue and attrition. Trusted Health helps address burnout within healthcare organizations with the Works workforce management platform, providing a customizable and easy-to-use mobile app used for quickly filling open clinician shifts, and its dynamic pricing keeps the solution at a lower cost. This report offers a detailed look at customer experiences with Trusted Health Works.

What Does Trusted Health Works Do?

(a customer explains)

"Trusted Health Works allows a mobile option for the clinical bedside staff members to pick up shifts to fill vacancies in a very efficient manner for the user and for the hospital financially. Staff members can pick up shifts and fill vacancies without messaging the managers, so that is really efficient. . . . The higher priority shifts would possibly get more pay, and lower priority shifts would get a bit less of a pay bump. The tool allows us to be fiscally responsible in our shifts because, without the solution, we would probably blanket a pay increase for whoever picked up a shift. But this allows us to target the more difficult shifts."—Director

Bottom Line

Nearly all respondents are either satisfied or highly satisfied with the Trusted Health Works solution. Most feel that the vendor is highly responsive and eager to customize the product to meet their needs. Improvement requests include a more consistent user experience and the addition of a web-based desktop platform. Overall, respondents report that Trusted Health Works has significantly reduced the cost and time required to fill clinical shifts.

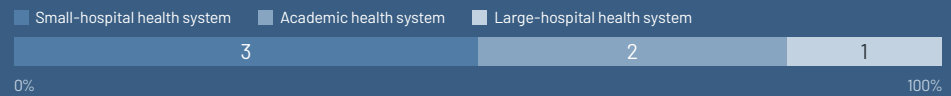
of Customers Interviewed by KLAS

9 individuals from 6 organizations (Trusted Health shared a list of 10 unique organizations; the list represents 100% of the customers that are eligible for inclusion in this study)

Top Reasons Selected

Partnership in solution customization, technology-driven solution, accessibility and ease of use

Survey Respondents—by Organization Type



Customer-Validated EHR Integration

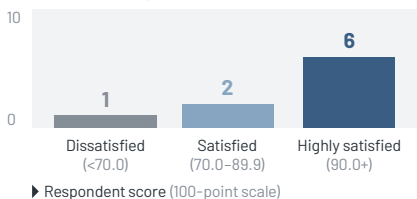


Trusted Health Works Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations

▼ # of individual respondents



Key Performance Indicators

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A-** (n=5)	B+* (n=6)	B+* (n=6)	A* (n=6)
Software grading scale (1–9 scale)			
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48
F = <5.22			

*Limited data
**Emerging data

Would you buy again? (n=6)

Percentage of respondents who answered yes



Note: Percentages are calculated based on individual respondent counts, not unique organizations.

Outcomes Expected by Customers

- ✓ Achieved
 - ★ Unexpected outcome
 - ⏸ Pending
 - ✗ Not achieved
- ✓ Provides clinicians with a simple, accessible platform to fill shifts
 - ✓ Fills more shifts in less time
 - ✓ Reduces costs through dynamic pricing

Adoption of Key Functionality

Percentage of interviewed organizations using functionality (n=6)

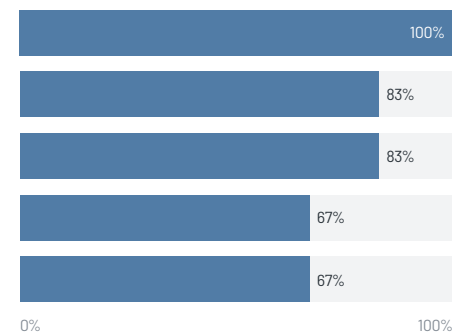
Native, user-friendly mobile app: Makes it easy for clinicians to find and claim open shifts; allows managers to approve claimed shifts and message clinicians

Dynamic pricing: Intelligent shift pricing learns employee shift-claiming patterns and which shifts are least likely to be claimed, leading to improved incentive dollar allocation and increased fill rates

Intelligent shift distribution: Opens shift matches through configurable workforce layers to encourage cost-efficient pickup

Great connector: Unifies internal and external sources of available flexible labor to optimize extra shift pickup by matching open shifts with the best-fit clinicians based on eligibility and cost

Works Flex: An end-to-end vendor management system that simplifies and streamlines the management of suppliers, requisitions, onboarding, compliance, bill-rate benchmarking, and program analytics in a unified environment



Time to See Outcomes

- Immediately
- Within 6 months
- 6–12 months
- Over 12 months
- No outcomes yet



Strengths

Responsive support and continual innovation



"The great strengths are the Trusted Health people that we work and interact with and the responsiveness to our needs. The app has come a long way, . . . and the vendor is continuing to improve it. . . . They are constantly looking for ways to improve and get input. The working relationship with them and their willingness to try to keep on top of the market and keep going are great."
—Analyst/coordinator

Vendor is nimble and happy to customize the solution



"Trusted Health is an extremely nimble company, so they make a lot of changes per recommendations from the end users and customers. The vendor has made a lot of changes for us based on how we fill shifts, and they make those very quickly. It is nice that we don't have to go through a large process for that." —Director

Vendor is credible and honest in setting expectations



"[Trusted Health is] credible, and they keep their word, so they are a very upstanding company to work with. They are honest and tell us what they really can do, and they don't promise us things that they can't. . . . It is very refreshing to work with this group of folks because they are very motivated to help us realize how to improve healthcare." —Director

Opportunities

More consistency for end users across all mobile network carriers



"Depending on the carrier for the smartphone device that the nurse is using, sometimes there are some little nuances. That is the only thing we have had an issue with, and the vendor has been great at being willing to look into the issue and try to fix it." —CNO

Reduced barriers to entry for suppliers



"I have heard from some suppliers that they don't necessarily like working under the umbrella. . . . Suppliers normally just want to connect directly with hospital systems to receive the most benefit. . . . I have heard sometimes from suppliers about the barriers to entry, the fees, or which opportunities are released to them." —Director

Addition of a web-based platform for desktop accessibility



"The one opportunity for improvement that we keep asking Trusted Health for is a web-based platform for mobile pickups of shifts for coworkers who don't want to use their personal devices and who want to log on to a computer and be able to use it. . . . Currently, Trusted Health Works is app based, so it has to be on a phone or a tablet. . . . [Having] a desktop version that coworkers could log in to would be a big benefit." —Analyst/coordinator

Points to Ponder

What Does a Customer Need to Do to Be Successful with the Works Solution?

Customers explain

- **Have a pilot group use the solution first:** *"My advice would be to definitely have a pilot group that is engaged and willing to give feedback. Our pilot group gave us a lot of feedback on how the solution should be implemented in the rest of the hospitals. . . . A pilot group can help the customer get the system out there and talk about the benefits."* —CNO
- **Stagger adoption of solution features:** *"We have found success in staggered go-lives versus a big bang. We have done big-bang processes, but it is a lot harder to effectively do change management with those. We have had more success when we have done small groups and some trials or have picked some areas that are willing to try new things, features, and ideas and then spread things out across service lines."* —Director
- **Establish clear expectations up front:** *"Have some kind of initial intake call with their point person to establish their expectations and reach an agreement about expectations, department needs, and what they are looking for. Establish a cadence of timely communication. Have weekly or biweekly meetings to ensure that the commitments or agreements around communication are being met. There should be some path of escalation in case the needs aren't being met."* —Director

- **Ask the vendor to share other organization's successes and challenges:** *"Trusted Health has been extremely willing to share in great detail some of the experiences, successes, and challenges that other hospital systems have had so that we wouldn't have to fall into black holes. Ask Trusted Health where their successes have been. . . . Having client calls has been extremely helpful."* —Director
- **Take necessary steps to fully integrate the solution with other systems:** *"I wish that we would have looked further into what we would need to do for direct integration with our scheduling application. . . . If we would have known ahead of time the integration was going to cause issues for us, we would have pushed a little harder to make that happen when we first got the product."* —Manager

The Works Team explains

- Get leadership engagement and support and set clear objectives and success metrics
- Establish standardized policies and practices related to flexible workforce management, particularly for open shift distribution, pricing, and payroll
- Maintain a digitized schedule
- Set up bidirectional feeds using an API, when available
- Allow our team on-site for solution design and superuser training

Other Relevant Commentary



"The vendor has a really great team working for them. The communication back and forth with them has been fantastic. The integration would really add to the product itself, but even without that, what the product offers for staff is the ability to just log in to one app, see every unit that they would be able to access for overtime, and have that opportunity to pick up those shifts."
—Manager

Trusted Health & Works: Company Profiles at a Glance

Founders

Lennie Sliwinski, Hrair Simonian

Year founded

Trusted Health in 2017, Works in 2021

Headquarters

San Francisco, CA

Key competitors

Aya Healthcare, BlueSky Medical Staffing Software, Flexwise Health, Hallmark Einstein II, Workforce, Workday VNDLY, WorkWise

Number of customers

480 Trusted Health customers, 10 Works customers

Number of employees

170 FTE; 50 in the Works division

Estimated revenue

\$150M for Trusted Health, \$7M for Works

Funding

Trusted Health has raised a total of \$174.8M in funding over six rounds; latest funding was a Series C financing on November 17, 2021

Revenue model

SaaS software agreement based on ROI; transactional and hourly

Target customer

Small, medium, and large health systems



Healthcare Executive Interview

Hrair Simonian,

VP of Enterprise Solutions & Co-Founder of Works

What is your background?

As VP of Enterprise Solutions at Trusted Health and co-founder of Works, I have been building, selling, and delivering B2B SaaS solutions for over a decade. My career began at Palantir, creating custom analytics applications for large enterprises. From there, I joined Cedar Cares as an early employee and gained extensive knowledge of health systems' tech stacks while learning the mechanics of deploying enterprise software with a consumer-facing product. Later, I co-founded Arena, a startup specializing in AI-enabled pricing for the CPG sector. In 2019, I joined Trusted Health to develop Works, our flexible workforce management platform.

Why was Works started?

Works launched out of Trusted Health in 2021 to address the chronic healthcare labor shortage. Though we had already built a marketplace for allied and nursing clinicians to connect with long-term travel opportunities, we realized that health systems more often struggle with filling last-minute or near-future shift gaps that can't be filled with this type of contract labor. Thus, we created Works to offer health systems a single platform to efficiently fill any staffing gap, whether it is best filled using internal or external clinicians.

How would your customers describe Works?

Works is a flexible workforce management platform designed to help health systems reduce premium labor spend, maximize shift coverage, and offer more flexible career opportunities. Works unifies internal and external sources of flexible labor to optimize matching, recruitment, and pricing of short- and long-term staffing gaps. With a white-labeled mobile app for clinicians, an easy-to-use manager interface that includes full VMS capabilities, and seamless integrations with leading scheduling and HRI systems, Works can optimize sourcing for and fulfillment of contingent needs while minimizing disruptions to health systems' existing tech stack and providing unparalleled visibility into workforce performance.

What is Works' biggest differentiator?

Works was designed to help health systems scale flexible workforce programs and right size their labor mix while delighting clinicians. Works enables health systems to fill shift gaps at lower cost while delivering time back to managers and increasing flexibility for their clinicians. We deliver two to three times ROI in the first year from premium and agency spend reduction and drive cost avoidance through operational efficiencies, increase in retention, and maximization of shift coverage.

Solution Technical Specifications Information provided by Trusted Health

Cloud environment

AWS

Development platform

Ruby

Database environment

PostgreSQL

Mobile application environment

Mobile friendly, browser-based app and native mobile applications for iOS/Android devices

Security platform

ISO 27001, Soc 2 Type 1

Confidentiality

HIPAA compliant; execute BAA on request

Data encryption

Data is encrypted at rest and in transit using AES-256-GCM

Integration approach

Data can be integrated on one-time, ad hoc, or recurring bases or in real time using different interaction frameworks

HITRUST certification

No

AI

Works AI uses scheduling and user-behavior data with a multilayer perceptron model to determine the likelihood that a clinician would pick up an extra shift

Report Information

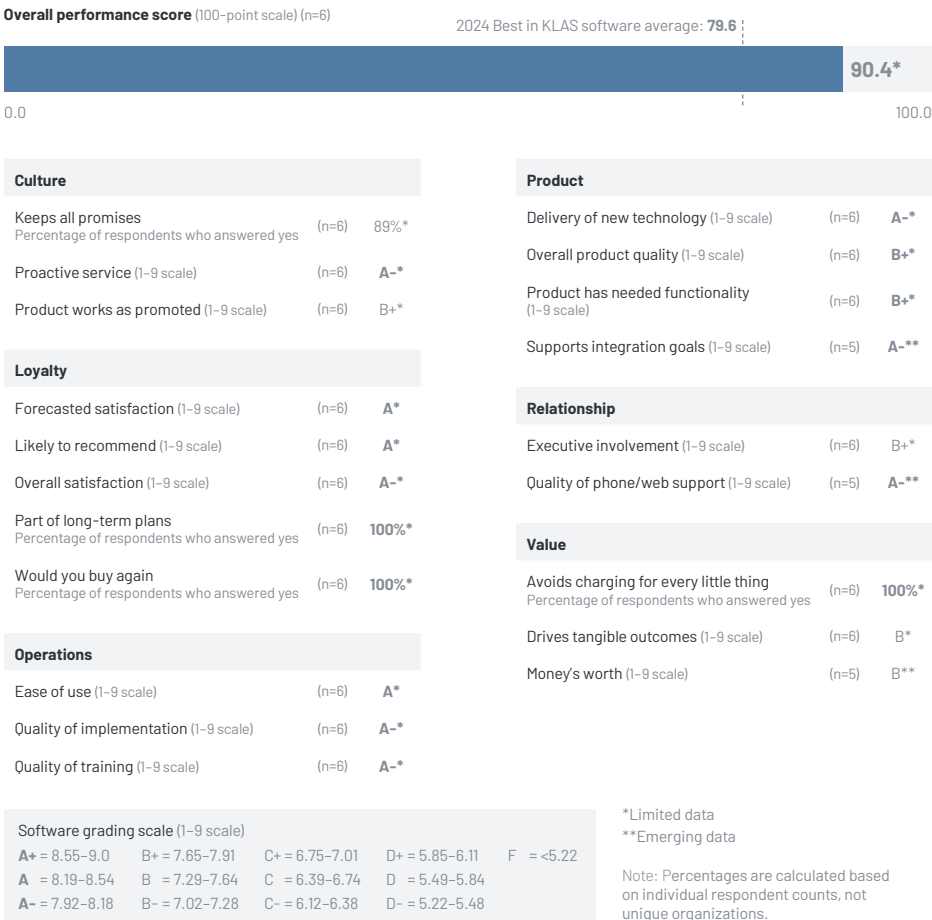
Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Trusted Health Performance Overview

All standard software performance indicators



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.