

Success Story: SSM Health

18 facilities | 3,850 beds | Based in St. Louis, MO



SOLUTIONS: Buyline Purchased Services

Challenge	Solution	Impact
<ul style="list-style-type: none">• Not all facilities covered under vendor Transcription contract• Unknown mix of on- and off-shore resources reduced visibility into rates• No firm contractual language for performance or accuracy• Vendor overcharging for turnaround time surcharges	<ul style="list-style-type: none">• Targeted new rate and unit of measure, based on volume• Required contractual language specifying 50/50 mix of on-shore vs. off-shore• Wrote stronger performance metrics into contract• Reduced surcharge rates to reflect industry standard	<ul style="list-style-type: none">• Discovered \$400,000 in hidden Transcription spend• 98% accuracy guarantee, with penalties when SLAs not met• Eliminated Annual CPI for years 1-3 of 5 year agreement (\$123K cost avoidance)• Contract reduced by 35%



“We achieved an additional \$1.2M from outsourcing transcription done in-house, and without creating unemployment, by negotiating an agreement that vendor would employ in-house SSM transcription staff.”

➤ *Cris O’Neal, Contract Manager, SSM Health*

ACHIEVED ANNUAL SAVINGS OF

\$1.3 MILLION