



Building Sustainable Clinical Teams Through Flexible Workforce Partnerships

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**BON SECOURS
MERCY HEALTH**

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HEALTH**

➤ Introductions



Vince Dindia, MPH

Director of VMS & Contingent
Workforce Operations

**BON SECOURS
MERCY HEALTH**



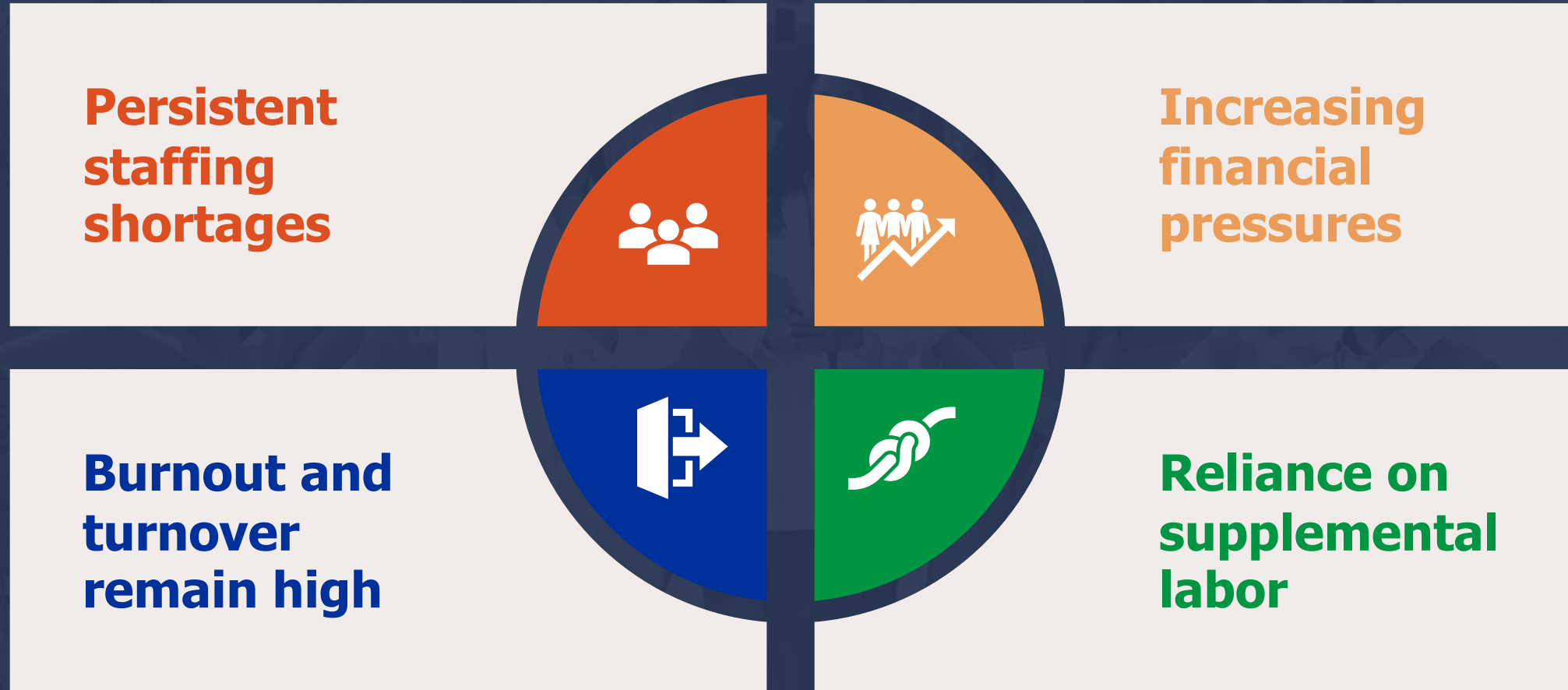
Kathy Kohnke, MBA MHA

Senior Vice President
of Workforce Solutions

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➤ Today's Workforce Realities



➤ Addressing These Challenges: How Our Partnership Was Born

BON SECOURS MERCY HEALTH

Bon Secours Mercy Health is a non-profit health system headquartered in Ohio. BSMH serves more than **230,000 communities** globally and employs more than **60,000 healthcare and non-healthcare associates**.

In a post-COVID landscape, BSMH was grappling with the latest evolution of workforce challenges:

- Caregivers leaving the bedside
- Controlling and managing costs
- Rising labor demands
- Complex patient acuity

➤ Addressing These Challenges: How Our Partnership Was Born



Ingenovis Health is a forward-thinking healthcare staffing company, bringing together the power of eight nationally-recognized brands to deliver flexible, data-driven workforce solutions to partners across the full breadth of the industry.

Trustaff.

|||Fastaff

+HealthCare
Support

USN

VISTA
STAFFING

springboard
HEALTHCARE STAFFING + EDUCATION

VITAL
SOLUTION

CORAZON

Multiple Ingenovis Health companies providing support to BSMH, building on a trusted relationship:

- Deep healthcare staffing expertise
- Scalable talent with unified delivery
- Innovative, collaborative approach
- Focus on sustainable outcomes

Building the Partnership Plan



Discovery



Planning



Execution



**Monitor
& Control**



**Follow-up
& Reporting**

Combining resources from both entities to inform project planning that included:

- Aligning leadership and goals
- Building an internal travel program
- Reducing administrative burdens
- Combination and collaboration of resources

“

Find a partner you can truly trust—one whose goals align with delivering the highest quality care for your patients.

That's exactly what we've found with Ingenovis. I truly appreciate their partnership and their constant commitment to helping us improve and innovate together. As a strategic partner, they've been great.



Jodi Pahl

*CNO - Workforce, Outcomes, and
Experience of Care
Bon Secours Mercy Health*

Inside the Partnership: Taking Action

The initial agreement began with a 3-year contract. The collaborative structure allowed the partnership to operate as an extension of BSMH, integrating **strategy**, **staffing**, **technology** and **execution** in real time.

Strategic Foundation Building

Daily coordination with the corporate contingent labor office on performance and success.

Leadership Alignment

Market leaders actively reviewed traveler utilization and created a single, efficient approval process that included CFOs.

Streamlined Workforce Operations

NPD-led on-site orientation; close collaboration with UKG and Workday teams.

Talent Conversion & Stability

Collaboration between ITO Team and BSMH Clinical/HR leaders delivered **330+ clinician conversions** from supplemental to permanent roles.

Manager Relief & Efficiency Gains

Corporate clinical interviewing and compliance validation saved **12,000+ manager hours** and **5,000+ compliance hours**, allowing unit leaders to focus on teams and outcomes.



Partnership Outcomes

Placed more than

**5,558
clinicians**

across BSMH

Transitioned

330+ clinicians

to perm positions

\$18M

generated in savings

Decreased average
bill rates, reducing
hourly labor spend

48%

Implemented supplier
panel with top
companies to ensure

**high fill rate and
candidate
quality**

Created an

**internal travel
program**

to reduce reliance on
contingent labor

Conducted clinical
interviews and
improved billing

**freeing up
manager time**

Funded

**revenue share
model**

increasing the value
of the program

➤ Real partnership is a two-way street.

A next-level partnership is:

- Collaborative rather than transactional
- Engaged in sharing long-term goals
- Able to grow and flex with market
- Prioritizes patient care and stability

*The right workforce solutions partner will take you from **supplemental** to **sustainable**.*



Questions & Discussion

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