



# How Kelsey-Seybold Clinic Drives Organizational Growth With Pave Workforce Solutions

Kelsey-Seybold Clinic is a large clinic system located in the Greater Houston area of Texas state, US. Founded in 1949, Kelsey-Seybold Clinic is a multi-specialist group practice with over 30 locations, offering care within 55 medical specialties. These range from primary care and ambulatory surgery, to a nationally accredited cancer center.

## THE CHALLENGE

With an eye toward supporting significant growth within the next decade, Kelsey-Seybold Clinic operates an HR Systems and Process Improvement team focused on tools and procedures that can support constant growth. A contingent workforce is a key ingredient of this growth plan, and a new system was needed to support this ambition, as the organization has previously had only low levels of contingent workforce utilization.

The team required a system that emphasized user-friendliness: it needed to be easy for busy managers to use the system to request contingent labor. Easy implementation of the system was also a priority. This requirement became especially meaningful when the 2020 COVID-19 pandemic interrupted the intended implementation timeline. The solution would need to marry both elements—ease of use and implementation—to enable a seamless and smooth transition for managers.

The team was also conscious of the potential administrative challenges of utilizing contingent labor across its large portfolio of locations. Specifically, they required a consolidated billing solution that would allow them to keep up with the large number of new invoices that would likely be generated.



“ Our customer support manager has been amazing. She goes above and beyond—whenever we need help, she gets us the support that we need. The extraordinary level of customer service we receive from her speaks to why I’m glad we chose Pave Workforce Solutions.

- Elizabeth Chandler, Senior Manager, HR Systems & Process Improvement at Kelsey-Seybold Clinic

## THE SOLUTION

Kelsey-Seybold Clinic selected Pave Workforce Solutions from a shortlist of providers because of the ability to deliver on the user-friendliness, ease-of-implementation, and consolidated billing points it saw as most critical. Now, whenever a need for contingent labor is identified, managers can simply log into the vendor management system (VMS), request their contractors, and have that request approved.

Kelsey-Seybold Clinic has additionally integrated the VMS into its contractor onboarding process, using it to shortlist candidates, coordinate interviews, and manage security and policy acknowledgments. The system has created a single source of truth for contingent labor, replacing the submission and approval of paper timesheets, which had proven difficult to track in the past.

The integration of the system into Kelsey-Seybold Clinic's processes was achieved through a joint effort with Pave Workforce Solutions. After a short discovery phase, Kelsey-Seybold Clinic was able to run a series of online sessions to train its own employees in the use of the vendor management system. The clinic created a series of job aids, which are now loaded into its learning management system (LMS). Meanwhile, Pave Workforce Solutions, managed training for Kelsey-Seybold Clinic's vendors. Both onboarding efforts continue as part of ongoing work.

As anticipated, Kelsey-Seybold Clinic's contingent requirements involve a large number of vendors, all with their own important queries about billing, payment dates, and other process concerns. Pave's shared managed services solution provides a consolidated billing function and vendors know to contact Pave, which deals with any billing questions and administrate payment. This solution ensures that Kelsey-Seybold Clinic's administrative team isn't inundated with requests.

## THE RESULTS

The new VMS was implemented in July 2020 and is now used by over 250 employees. Kelsey-Seybold immediately saw a 20% increase in process efficiency. Consolidated billing was a key contributor to this improvement. With around 20 different vendors to keep track of, the alternative would be for the clinic to hire additional staff to support their one existing internal staffing coordinator. Consolidated billing offers a far more cost-effective option.

**20%**  
increase in process efficiency

The clinic has also benefited from greater standardization in its approach. It now has a single system to manage all aspects of vendor management, including onboarding documentation, hiring requests, and processes. Vendors can confirm that essential information such as background checks and health tests have been validated, thereby streamlining onboarding. Information is no longer dispersed in multiple locations, and there is a clear and consistent process to follow, something that was lacking prior to VMS implementation.

“Pave Workforce Solutions has been wonderful. It checked most of, if not all, of the boxes that we had when we were looking for systems.”

- Elizabeth Chandler, Senior Manager, HR Systems & Process Improvement at Kelsey-Seybold Clinic