

Solving a Statewide Healthcare Staffing Crisis with 2,000 Assignments:

Commonwealth of Massachusetts

Case Study

At a glance

Over the past five years, ProPivotal has partnered closely with the Commonwealth of MA through its Executive Office of Health and Human Services (EOHHS)—supporting critical staffing needs across state-run hospitals, long-term care facilities, and public health programs—beginning at the height of the COVID-19 pandemic through today.



Key Metrics



2,000

Assignments fulfilled in the last 5 years

ProPivotal helped to reduce overtime, help cut back on costs, avoid staff burnout, and improve overall quality of patient care.

The Challenge



In the aftermath of the COVID-19 pandemic, the Commonwealth of MA faced healthcare staffing shortages driven by surging demand and widespread clinician burnout. Facilities struggled to maintain required ratios, often relying on costly overtime. This was all while a fragmented mix of agencies and internal teams proved inefficient at hiring large numbers of qualified clinicians quickly in a highly competitive market.

The Solution



Leveraging its extensive network of healthcare professionals, ProPivotal rapidly stabilized staffing by delivering qualified candidates at scale and maintaining a consistent onboarding cadence of 10+ hires per week. Key elements of the staffing program included:

1

High-volume, frontline clinical staffing model

built to handle surge hiring needs

2

Cohort-based weekly onboarding

to maintain a steady pipeline

3

Rapid-response backfilling

to maintain staffing ratios and facility compliance standards

ProPivotal accomplished all of this while also reducing the administrative burden on the Commonwealth of MA. Our approach contributed to reducing vendor logistics and, thus, improved operational efficiency.

Outcomes



We are proud to have filled 2,000+ assignments in just the past five years including CNAs, LPNs, RNs, and direct care workers.

Over the past several years, we have continued to help the Commonwealth of MA reduce burnout among existing staff and improve continuity and quality of care for residents and patients through our long-term staffing support.

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