

AI ROI Opportunities for Caliber Healthcare Solutions

Where could exception-level intelligence release capacity or improve decision evidence without weakening human control?

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EXECUTIVE SNAPSHOT

Caliber reports bad debt reduced by 75%, time-to-collect cut in half, and daily visibility into revenue, margins, and outcomes.[2] The next question may be whether the records beneath those reports can be reviewed by exception.

A sensible start is a four-week, read-only baseline using approved historical copies of finance-related data.

CALIBER-REPORTED • PERIOD NOT STATED

75% less bad debt

Time-to-collect cut in half.[2]

CALIBER-REPORTED • PERIOD NOT STATED

20% of revenue

New business at 22% higher margins.[2]

The highest-value AI opportunity may be to make existing controls easier to operate—not to replace them.

Three changes that may alter how locum firms compete.

01

Flexible staffing becomes data-visible

SIA estimated a **\$9.6B US locum market in 2025**, up 5% year over year, and reports **47% of AP staffing revenue** flowed through MSP/VMS channels in its 2024 survey.[9][10]

Caliber implication: explainable data may become part of the client value proposition.

02

Scarcity becomes segmented

HRSA projects a **141,160 physician-FTE shortage in 2038**, with **42% nonmetro** versus **95% metro** supply adequacy.[7]

Caliber implication: segment readiness before allocating effort.

03

Cost pressure raises the evidence standard

AHA reports hospital labour expense rose by more than **\$42.5B between 2021 and 2023**. [8]

Caliber implication: connect approved coverage activity to agreed financial and service measures.

Move to exceptions

Identify which records need attention and what evidence supports action.

Make clarity part of service

Use consistent definitions and traceable client-ready explanations.

Segment readiness

Use specialty, geography, licensing, and milestone context.

Begin where a CFO can gather evidence safely.

OPPORTUNITY	VALUE	TEST	DATA	WHY RANKED
01 Finance exception intelligence	Build on visibility	High · read-only	Worklogs, rates, assignments, invoices	Measurable without assuming failure
02 Client value evidence	Clarify service value	Medium	Approved service and financial measures	Responds to buyer visibility needs
03 Readiness signals	Connect scarcity to capacity	Medium	Licensing, credentialing, assignment milestones	Material but more sensitive

PRIMARY OPPORTUNITY

Finance exception intelligence

01

Using duplicated historical exports, an AI-supported workflow could compare worklogs, assignment terms, rates, stable identifiers, and invoices; group mismatches; explain likely causes; and recommend review priority.

VALIDATE

Volume, time, exception types, source-of-truth rules, rework, permissions, and false-positive tolerance.

MEASURE

Records reviewed, exceptions identified, reviewer agreement, handling time, repeat types, and ageing.

HUMAN CONTROL

Authorised people decide every classification and make every record change.

LIMITATION

Technical fit, security, data access, and EQ capability require confirmation.

SECONDARY OPPORTUNITIES AND ROI INPUTS

OPPORTUNITY 02

Client value evidence

Assemble approved inputs into consistent client-reporting drafts: fill activity, readiness milestones, coverage continuity, and agreed economic context. Humans approve every external claim.

Validate: current reports, requirements, definitions, and attribution. **Measure:** preparation time, revisions, timeliness, and usefulness.

OPPORTUNITY 03

Readiness signals

Organise approved licensing, credentialing, privileging, and assignment milestones into a read-only view of blockers and next actions.

Boundary: no compliance, hiring, employment, or client-commitment decisions. **Validate:** permissions, milestone quality, ownership, and technical fit.

FIVE INPUTS NEEDED TO CALCULATE ROI

01 Weekly process volume

02 Hours currently spent

03 Exception or rework volume

04 Loaded cost of people involved

05 Financial, service, or capacity impact of delay

FORMULA-ONLY FRAMEWORK

WEEKLY PROCESS COST

Hours spent per week × Loaded hourly cost

RECOMMENDED FIRST EXPERIMENT

A four-week, read-only finance exception baseline.

Determine whether approved historical records contain recurring, explainable exceptions that consume measurable finance or operations capacity.

CANDIDATE DATA

Approved duplicated exports of worklogs, assignment terms/rates, invoices, and stable identifiers.

AI ROLE

Compare, cluster, explain, and recommend review priority.

HUMAN ROLE

Define source rules, review every item, approve classifications, and retain action authority.

MEASURES

Volume, exception count/type, reviewer agreement, handling time, false positives, source count, and ageing.

DECISION

Continue only if the baseline shows a repeatable, material burden and useful classifications.

RISK BOUNDARY

No live changes, payments, payroll actions, client commitments, or provider decisions.

BASELINE TO BE ESTABLISHED DURING THE FIRST STAGE.

FIVE QUESTIONS FOR THE LEADERSHIP TEAM

01 Which exception requires the most explanation before someone can act?

02 What is authoritative when time, rate, assignment, invoice, or readiness records disagree?

03 Which client-facing measure is valuable, consistently defined, and safe to attribute?

SOURCES AND ASSUMPTIONS

Evidence behind the brief.

COMPANY SOURCES

[1] **Caliber.** "About Caliber Healthcare Solutions." Accessed 20 July 2026. <https://www.caliberhealth.com/about>

[2] **Caliber.** "Hollie Williams, CFO, Named to SIA's 2025 Global Power 150." 9 October 2025. <https://www.caliberhealth.com/blog/hollie-williams-cfo-named-to-sias-2025-global-power-150-women-in-staffing-list>

[3] **Caliber.** "2025 Annual Recap." 8 December 2025. <https://www.caliberhealth.com/blog/caliber-celebrates-a-year-of-impact-growth-2025-annual-recap>

[5] **Caliber.** "What is MSP and VMS in Healthcare?" Accessed 20 July 2026. <https://www.caliberhealth.com/blog/what-is-msp-and-vms-in-healthcare>

INDUSTRY SOURCES

[7] **US HRSA.** "Physician Workforce: Projections, 2023–2038." December 2025. <https://bhwh.hrsa.gov/sites/default/files/bureau-health-workforce/data-research/physicians-projections-factsheet.pdf>

[8] **American Hospital Association.** "2025 Health Care Workforce Scan." November 2024. <https://www.aha.org/system/files/media/file/2024/11/2025-Health-Care-Workforce-Scan.pdf>

[9] **SIA.** "US Healthcare Staffing Market Growth Assessment: 2025." Accessed 20 July 2026.

[10] **SIA.** "Structural forces reshape \$9.6B locum tenens market." 13 January 2026. <https://www.staffingindustry.com/editorial/healthcare-staffing-report/structural-forces-reshape-9.6b-locum-tenens-market>

ASSUMPTION BOUNDARY

This brief does not claim Caliber has fragmented data, excessive manual work, reconciliation failures, readiness delays, or a confirmed need for any proposed workflow. No EQ capability is confirmed for this account.

ONE QUICK RESPONSE

Which feels closest to a genuine Caliber priority?

1. Finance exception intelligence · 2. Client value evidence · 3. Readiness signals · 4. A more important area

Reply with the number and anything we should correct.