Job Aid: Choose Wisely: Staff Augmentation vs. Outsourcing

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When To Choose Staff Augmentation

Use staff augmentation when:
- You need temporary help for a surge in work.
- You want to retain internal control over workflows.
- You're filling short-term gaps (e.g., employee leave, turnover).
- You want new staff to integrate into your culture.

Examples:
- Backfilling a medical records specialist
- Short-term help with insurance verifications
- Temporary front desk support

When To Choose Outsourcing

Use outsourcing when:
- You want specialized expertise without training overhead.
- The task is routine, rules-based, and high volume.
- You need scalable support, possibly 24/7.
- You're looking to free up internal staff for patient-facing roles.

Examples:
- Release of information (ROI) processing
- Prior authorization workflows
- Inbound fax/document management
- Forms completion and referrals tracking

Key Considerations

Question	Choose This
Is the task core to patient care?	Augment
Does the task require regulatory expertise?	Outsource
Is training new staff feasible?	Augment
Do you need fast ramp-up and scale?	Outsource
Will this task recur long-term?	Outsource or Hybrid

Action Steps

- List your current open roles and recurring tasks.
- Assess internal workload—What's delaying patient care?
- Categorize tasks: Core clinical vs. administrative burden.
- Match to model (use table above).
- Pilot a model for 2–4 weeks, then evaluate based on:
  - Turnaround time
  - Accuracy
  - Staff and patient feedback

Strategies To Improve Results

- Use technology (e.g., RPA, AI) to automate repetitive steps.
- Combine hybrid models (e.g., outsource ROI but augment front desk).
- Ensure collaboration across stakeholders during transitions.
- Treat outsourcing partners as strategic extensions of your team.
- Prioritize training & onboarding for both models.

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