



**Keys to Selecting  
the Right Partner to Solve  
Unexpected Staffing Demands**

*How a State Healthcare Organization  
Planned Ahead to Solve a Workforce Shortage*

## Planning for Unexpected Workforce Gaps

Staffing challenges in healthcare can be unavoidable, but having a plan in place and resources ready will make all the difference for your organization, caregivers, and community. Healthcare leaders always have one eye on today, and the other on tomorrow. But there is another eventuality that is equally important to plan for – urgent and/or impending needs that require coverage.

Often referred to as “crisis staffing,” these urgent situations are not just pandemic-related. Crisis staffing is the necessary planning for unexpected gaps in staffing for events such as natural disasters, patient-census spikes in specific specialties or geographic regions, or events such as EMR conversions, the opening of a new hospital wing, or other unique projects. Regardless of the reason, preparation is always the key to success.

In an increasingly complex world, organizations need workforce solution partners that can provide the nursing and allied coverage needed for both the expected and unexpected. To fill your staffing gaps – emergency or not – today's healthcare organizations need to choose a dependable staffing partner with proven experience.





## Qualities to look for in a strong, flexible workforce partner

- **Total Talent**  
Look for a partner that provides access to a comprehensive array of talent to align with your specific needs.
- **Robust Suite of Services**  
Find a partner that offers a full spectrum of solutions to cover all of your workforce needs. Many partners specialize in a few key areas but lack the depth and alignment of services to provide efficiency and cost savings opportunities across the enterprise.
- **Specialty Experts**  
Select a partner with a deep understanding and proven expertise in a variety of staffing and recruiting verticals.
- **Ability to Scale Quickly**  
The right partner can provide services in a matter of days or weeks to keep you agile.
- **Nationwide Reach**  
Look for a partner with a large clinician talent pool to support the geographies you need across the spectrum of care.
- **Strong Infrastructure**  
Choose a partner with dedicated expertise in recruitment and mid-office and back-office teams. Make sure your partner doesn't see infrastructure as an afterthought.
- **Proven Processes for Compliance**  
Effective partners provide scalable credentialing services with streamlined procedures.
- **Clinical Operations Powerhouse**  
Look for a partner who has clinical leaders with comprehensive management experience, such as leaders from health systems and other practice settings, who can provide optimization to all the moving parts.

### With the right partner,

you can stay ahead of immediate start dates and can scale rapidly when there is a patient surge. The key is to have a plan for the unexpected. With a partner like   you can expect a consultative approach to solution design.



## What to expect from your solution design consultation

- Have a conversation with your workforce partner about your current processes. Discuss what resources you are currently leveraging and where your pain points are. When your partner understands your unique situation and particular objectives, they can tailor an effective strategy to achieve your goals. Staffing partners like **A** can provide support with a variety of services, including:



Crisis and Rapid Response



Labor Disruption



Travel Nursing & Allied



Electronic Medical Records



Local & Per Diem



Home Health



International

- Establish a contract, even if it's contingent. It's important to have your staffing and workforce partner vetted, selected, and the paperwork done so when demand calls, you can activate your staffing resources quickly.



## Client Success Story: Scaling Under Any Circumstance

A state healthcare organization in the Pacific Northwest leveraged our robust infrastructure and delivery mechanisms to meet their surge in patient volume when the unthinkable happened.

### METRICS OF SUCCESS



Job Fill Rate:  
**100%**



Time to Fill Order:  
**10 Days  
or less**



Our clinicians provided  
**318,614 Hours**  
of patient care across  
four service projects

### THE CHALLENGE

1. **April 2021:**  
Additional staffing needed to run two vaccination centers.
2. **September 2021:**  
COVID-related patient surges overwhelmed the hospitals and the state needed support to rapidly deploy RNs and Respiratory Therapists.
3. **November 2022:**  
The emergency rooms in the state's three children's hospitals were overwhelmed due to RSV sweeping the nation.
4. **December 2022:**  
The state's hospitals faced severe staffing shortages.

### THE SOLUTION

- In late 2020, the state healthcare system partnered with us to utilize our:
- Robust database consisting of 2 million clinical candidates
  - Credentialing expertise and processes to streamline credentialing requirements while maintaining quality control and compliance
  - Dedicated recruitment teams consisting of more than 500 dedicated recruiters

### THE OUTCOME

1. 65 clinicians deployed using both nursing and allied travel and local support.
2. 316 registered nurses and respiratory therapists were deployed for COVID-19 support at six hospitals.
3. 100 registered nurses and respiratory therapists were deployed for RSV support at three hospitals.
4. 230 registered nurses were deployed to provide staffing relief across 26 hospitals.

Three years after the initial contract and delighted by the assurance we provided, the state extended our partnership for an additional five years to ensure they're prepared for future crisis staffing needs.

To ensure your organization never falters during a crisis – unexpected or expected – speak with us today to put your plan in place.  to learn more.

