



A TWO IN ONE SOLUTION

AN MSP PROGRAM WITH A PROJECT MANAGEMENT TWIST

A Boston-based Level I Trauma Center turned to us to implement a second generation MSP program and support their EMR conversion staffing project.

Client Scenario

- 496-bed academic medical center providing a full range of pediatric and adult care services
- Recognized as the largest and busiest provider of trauma and emergency services in New England
- Based on service concerns, this facility faced the need to replace their existing MSP vendor
- Simultaneously, the facility faced the daunting task of a facility-wide Electronic Medical Records (EMR) conversion project, requiring more than 85 contingent nurses to provide shift coverage throughout the project

Our Solution

- Implemented a full-service, organization-wide MSP program
- Expanded the client vendor pool from 5 to 85 affiliate vendors
- Assigned a dedicated Senior Account Manager for the account and designated account owners across all support offices and departments
- Designed and implemented a national, customized EMR recruiting strategy utilizing our National Recruiting Center, our local Boston offices and our Travel Nursing team
- Conducted a full review of all internal processes surrounding contract labor
- Provide daily updates and weekly senior management program status calls

Program Results

- Successfully implemented a full-scale MSP program in under 30 days
- Effected numerous process improvements resulting in streamlined tracking and workforce usage analysis
- Expanded scope and coverage of program to meet staffing requirements
- Recruited, screened, credentialed and oriented more than 115 registered nurses for the EMR conversion in the first 90 days of operation
- Have established a long-term MSP program to manage client needs post-EMR conversion

Supplemental Health Care works with healthcare organizations large and small, helping them reduce their cost of care, improve their staffing coverage, ensure employee compliance and increase their ability to manage agency activity and decrease spend.

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