



AN INGENOVIS HEALTH COMPANY

A Reliable Partner in Massive Labor Uncertainty

A Year in the Life of USN

2019. Thirteen health care systems. More than 6,800 nurses and allied health professionals deployed in 83 facilities. Four different states, varying licensing requirements. USN, industry leader in providing work stoppage coverage for large and small healthcare systems for over 30 years, covered it all in an unprecedented year of labor unrest.

With a deep database of experienced nurses in hard-to-fill specialties, and an operational excellence that allows for the fastest delivery in the industry, USN was uniquely qualified to ensure uninterrupted quality patient care for each of these clients.

During that turbulent year, the health care work stoppage environment produced more urgent needs than ever before, and U.S. Nursing offered the most comprehensive solution in the marketplace for healthcare systems experiencing the threat of work stoppage or actual strikes. From preparation and expedited onboarding, to onsite project management, to extension of healthcare providers after the strikes concluded, USN is known as the industry's most capable partner to ensure that hospitals can continue quality patient care during the toughest labor challenges and beyond.

With a deep-database of nurses and allied professionals credentialed in all 50 states, USN can readily fill the highest acuity specialties

CAPABILITIES

To summarize the year and the capabilities of the USN team in the midst of concurrent activity, one need only look at the breadth of coverage provided during this period of time. Within a seven-month timeframe in 2019, USN received strike notices from major health systems, all requiring experienced nurses ready to hit the ground running, including the following:

- ▼ A prestigious university hospital in California
- ▼ Two of the largest Level I trauma facilities in New York
- ▼ A faith-based hospital system in Ohio
- ▼ One of the largest health systems in California
- ▼ A distinguished university hospital in Illinois
- ▼ A national healthcare system with eight facilities in California

With varying levels of preparation, and while a compounding nurse shortage impacts healthcare systems nationwide, USN provided strategic consultation and adjusted to each facility's unique situation to provide comprehensive and flexible solutions. Excelling in contingency planning, USN team members worked directly with hospital administrators to execute recruitment, credentialing, travel, housing, onboarding, and communication plans, all while negotiations continued. Despite uncertain times during often challenging negotiations, patient care was never at risk.

With a deep-database of nurses and allied professionals credentialed in all 50 states, USN can readily fill the highest acuity specialties, including: LDRP, NICU, PICU, stroke/neuro, cath lab, CT tech, echo sonography, pediatric chemotherapy/oncology, PICC line, respiratory therapy, EEG/EKG tech, oncology, and more. USN provides facilities a one-stop-shop for labor recruitment, omitting the need for multiple agencies to prepare for a stoppage.

6

strike notices

700

health care
professionals deployed

942

caregivers



A YEAR IN THE LIFE

Spring 2019

The year began with six strike notices received from March through May. Four strikes continued past settlement opportunities, and USN offered turnkey solutions to hospital executives to continue coverage of uninterrupted quality patient care. After completing three strikes consisting of allied health needs, USN switched gears to address an urgent strike threat brewing in Ohio.

Summer 2019

From early May to mid-June, USN collaborated with a large hospital system in Ohio for a 41-day work stoppage, an indefinite strike of hospital caregivers across the organization. Without previous notice from the system, the USN team mobilized immediately and deployed almost 700 health care professionals, exceeding the original order of 299, to be on the floor in 10 days. Without a clear end date, ongoing recruiting activities were required to replace departing nurses during the strike which lasted six weeks. When the strike finally settled, the facility was so satisfied with the performance of the experienced nurses that extensions were requested to keep many of them on assignment longer.

Fall 2019

After receiving a strike notice in September, a national healthcare system with eight facilities in California contacted USN to recruit health care professionals. USN delivered 924 caregivers to California, along with dozens of experienced USN operational management personnel to ensure proper coverage during the preparation and duration of the strike. Despite logistical challenges with multiple facilities spread across northern and southern California, the USN team deployed nurses resourcefully, securing travel and housing arrangements for all USN nurses, and setting up multiple induction and orientation operations in the desperate geographies. The team was not slowed down by the fact that they were also managing logistics for two large pre-strike and strike events happening in other healthcare systems simultaneously.

New Year's Eve, 2019

In a poetic wrap-up to the historic year, the final request arrived on December 30, the eve of New Year's Eve, and during a quiet holiday week. A client in Northern California was enduring a dramatic census spike and needed nurses immediately. Strategically recruiting from the experienced pool of talented nurses who had worked previous events at these facilities throughout the year, USN delivered, and 120 nurses who were arrived in time for the January 2 start date, some even within 24 or 48 hours. While the facility awaited their previously scheduled traditional travelers who were slated to start in the second and third weeks of the new year, USN was able to fill the gap with experienced nurses in the meantime.

With decades of experience navigating the unpredictable labor strike landscape, USN remains the industry's one and only reliable partner for hospitals to ensure quality patient care regardless of circumstances, and regardless of competing priorities in the marketplace.



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Industry

Healthcare

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