



AN INGENOVIS HEALTH COMPANY

USN Fulfills in 24-Hours on the Eve of New Year's Eve

New Year's Eve is a day typically spent preparing for a late-night celebration or enjoying a quiet evening at home.

But for USN, the industry leader in healthcare staffing for work stoppages, New Year's Eve 2019 was dedicated to fulfilling the critical last-minute needs of a major healthcare system with a difficult staffing shortage. Answering the call without delay, USN mobilized to fill the total order in 24 hours, and client preparation was the key.

Hospital management was in a bind. Due to spiking census in six facilities across California, 120 nurses were suddenly needed in the midst of staff holiday PTO, resulting in a gap in bedside care that could not be filled by traditional methods, and the January contingent travelers were not scheduled to arrive for another week. Although they had a large MSP relationship in place, this critical need was unique and filling in 24 hours is not easy. The client reached out to USN to see what could be done in such short time, and was not disappointed.

The two entities had partnered on strike preparation and job action staffing replacement for years, and in 2019 in particular, labor unrest became increasingly unsettled. Because the client had previously engaged USN for multiple rounds of advanced onboarding throughout the year, meaning providers were proactively recruited and oriented prior to a strike notice, USN had a deep database of California-licensed candidates ready to hit the ground running. The recruiters organized, secured the nurses, and had the order filled within 24 hours.

These quick actions and the rapid arrival of the experienced and previously-oriented nurses allowed the healthcare system to

100%
order fulfillment

24-48
hour arrivals

6
facilities

9
critical specialties

maintain 100% productivity through the holiday and the early weeks of January without missing a day. According to the client, "We were able to decompress our emergency room by staffing up to full capacity."

Delivering 120 nurses within 24 hours to six different facilities during a major holiday was accomplished through collaborative teamwork and partnership between USN and the client.

TIMING

The call came in to USN on a Monday, December 30, 2019, stating that the nurses were needed as soon as possible, and particularly on New Year's Eve and New Year's Day due to holiday staff shortages. The nurses required were in hard-to-fill specialties, a core competency of USN.

To meet the critical deadline, USN employees worked well into the night to recruit the most travel-ready candidates who were previously validated as fully credentialed, and secure travel and housing for a New Year's Eve arrival. Some nurses were flying out the day the order came in, while several nurses arrived in California the next day, with some even reporting to duty shortly after landing. The order was 100% filled and all travelers started by the client's requested start date and were ready to provide high quality patient care.

The client described the speed at which this all happened as "pretty incredible."

EXPERIENCED RNs

The facility required the highest acuity of nurses to maintain volume in critical units, needing CVICU, ICU, L&D, NICU III, PACU, PICU, OB, Stepdown, and Telemetry providers. Because so many candidates had been previously credentialed and oriented during this facility's proactive strike preparations, the RNs were able to report for duty without the typical delay of documentation and onboarding processes.

FLEXIBILITY

Industry-leading flexibility is a key differentiator of USN and sister company, Fastaff Travel Nursing, which will accept travel assignments as short as two weeks and does not charge cancellation fees after a four-shift notice. The USN team replicated that operational capability in this particular situation, offering the client the right amount of short-term coverage to fill a gap until staff returned and the January travelers arrived.

During this holiday crisis, USN provided the right solution to a seemingly impossible order, and was recognized by the client as “a lifesaver.”



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Industry
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This attribute was of clear value to the facilities which wanted to avoid the required 13-week commitment of many traditional travel agencies. In addition to the short assignments, the expert USN staff was able to accommodate order change requests mid-stream, and pivot easily to help the client be as successful as possible.

LOGISTICS

Finding the nurses to accept an assignment in the middle of a holiday week wasn't the requirement. Because the shortage was spread out among six different facilities across California, managing the grid required nurses who were flexible and adaptable to float among multiple facilities, some even hours apart. The USN team kicked into high gear to secure four different housing locations that could accommodate nurse reassignment between widely dispersed locations, and the team actively monitored and adjusted throughout the course of the assignment as the needs changed.

ONSITE MANAGEMENT

Due to the complex logistics, USN also provided two USN staff veterans who flew to California on New Year's Day and remained onsite to ensure a smooth onboarding and resolve any issues. These two staffers communicated directly with facility leaders daily with implementation updates and to address order changes.

THE OUTCOME

The reliable delivery by USN enabled all six facilities to maintain full capacity and optimization during the busy holiday week and weekend. The nurses hit the ground running upon arrival and worked 60-hour shifts to provide uninterrupted critical bedside care.

With industry leading flexibility, the USN team accommodates clients by accepting extremely short assignments, in this case two weeks, to cover just what the client needs without unnecessary commitment. By preparing ahead for uncertain strike threats, the client was able to leverage their investment in a different and unpredicted way. In addition, they were able to take advantage of extensions to retain several nurses for an additional week.