



Improving Patient Care

Innovative Staffing Solutions to Drive Quality Care



Today's Presenters

Tanya
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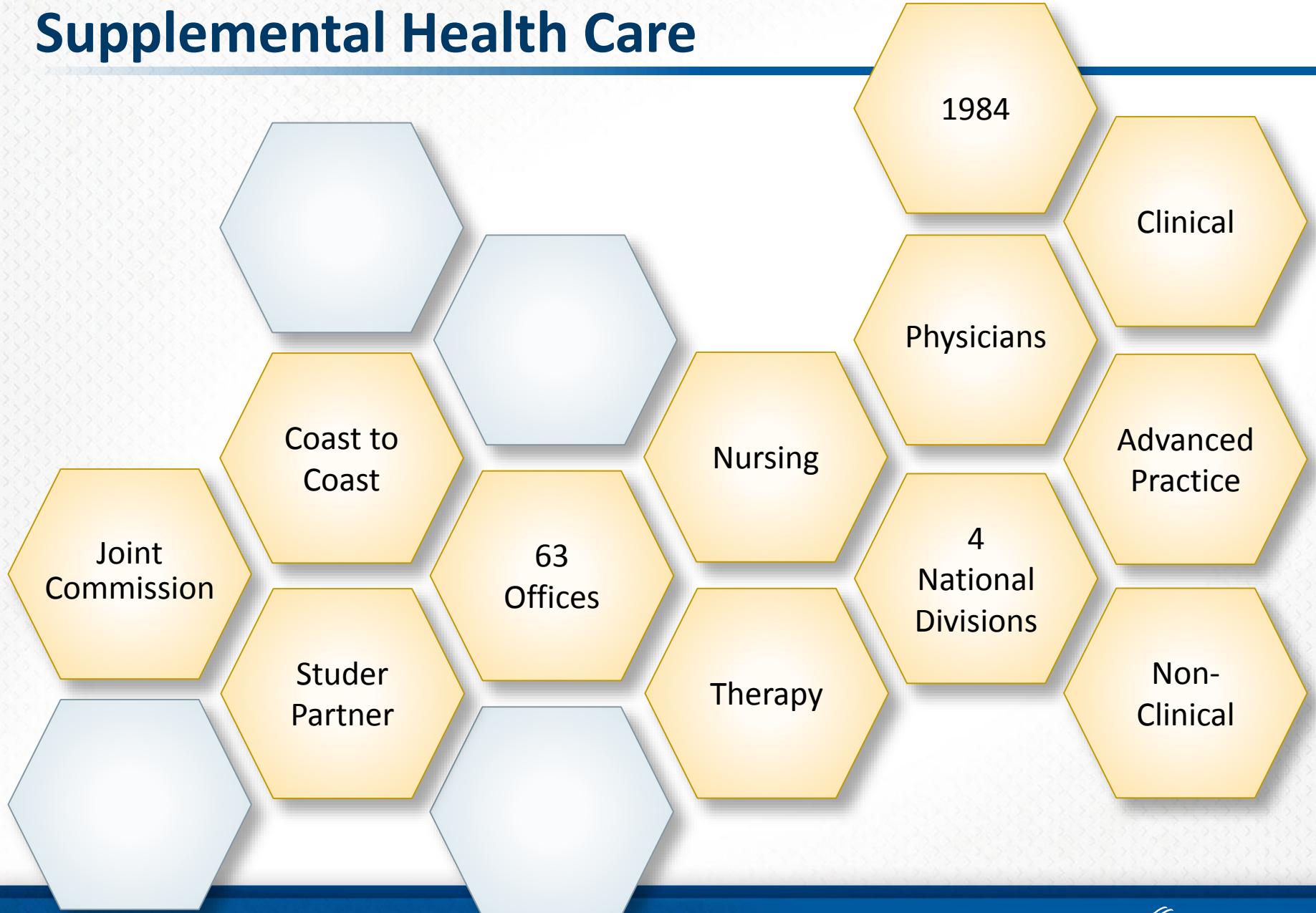
Vice
President,
RPO

Sally Porter



Vice President
Quality & Clinical
Services

Supplemental Health Care



Improving Patient Care

Increasing
Demand

The Right
Solution

Keys to
Quality Care



The Increasing Demand for Talent



Hiring will get Harder



Traditional Competitors



Emerging Competitors





Innovative Healthcare Solutions

New Workforce Strategies for Staffing Success



Innovative Workforce Solutions

Short-Term
Contingent
Staffing

EMR/EHR
Coverage

Contract
Contingent
Staffing

Direct Hire
Placement

Payroll
Services

RPO
Solutions

MSP and
VMS
Solutions

Common Foundation for Success





Recruitment Process Outsourcing



Recruitment Process Outsourcing

RPO

Partnership Focus

Partial or Full
Process
Outsourcing

Solution
Flexibility

Vertical
Expertise

Performance
Measurement

RPO Solution for a Level I Need

200 Open RNs
Critical Care

Level I
Trauma

9,000
Employee
Safety Net
Facility

200+ Open
Additional
Clinical & Non-
Clinical

CMS
Deadline

Extensive
End-to-End
RPO Program

Established
On-Site
Team

Integrated
Technology
Platform

37,000+
Applications

Streamlined
Hiring
Processes

Dedicated
National
Recruiting
Program

850+
Hires To
Date

Dramatic
Reduction in
TTH

High
Satisfaction;
Improved
Retention

RPO Keys to Delivering Quality Care

Staff Extension Perspective

Expectation Clarity

Well Defined Program Focus

Account Management Involvement

Hiring Criteria Transparency

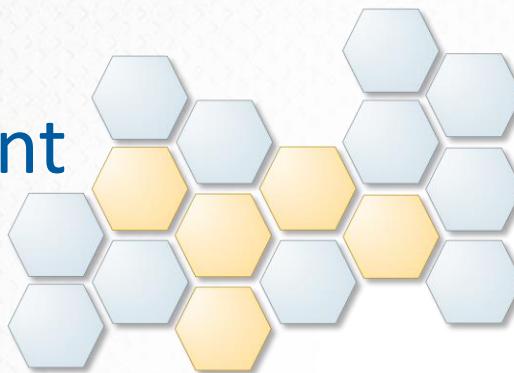
Retention Involvement

Detailed Job Descriptions

Compliance Process Mapping



Float Pool Management



Float Pool Management



Float Pool Management for a Multi-Site System

Reduction in
Travel RNs
Required

10 Facility
System

System-Wide
RN Shortages

Highly
Competitive
Market

System-Wide
Float Pool
Program

Union
Challenges

Dedicated
Account
Team

Total Process
Ownership

Internal &
External Pool
Management

7,000+ Hrs.
Coverage
Quarterly

Dramatically
Improved
Coverage

Strong RN
Satisfaction
Scores

\$70,000
Savings

Float Pool Keys to Delivering Quality Care

Staff Extension Perspective

Organizational Insights

Schedule Transparency

Program Performance Feedback

Clear Compliance Standards

Workforce Need Projections

Well Defined Assignment Policies

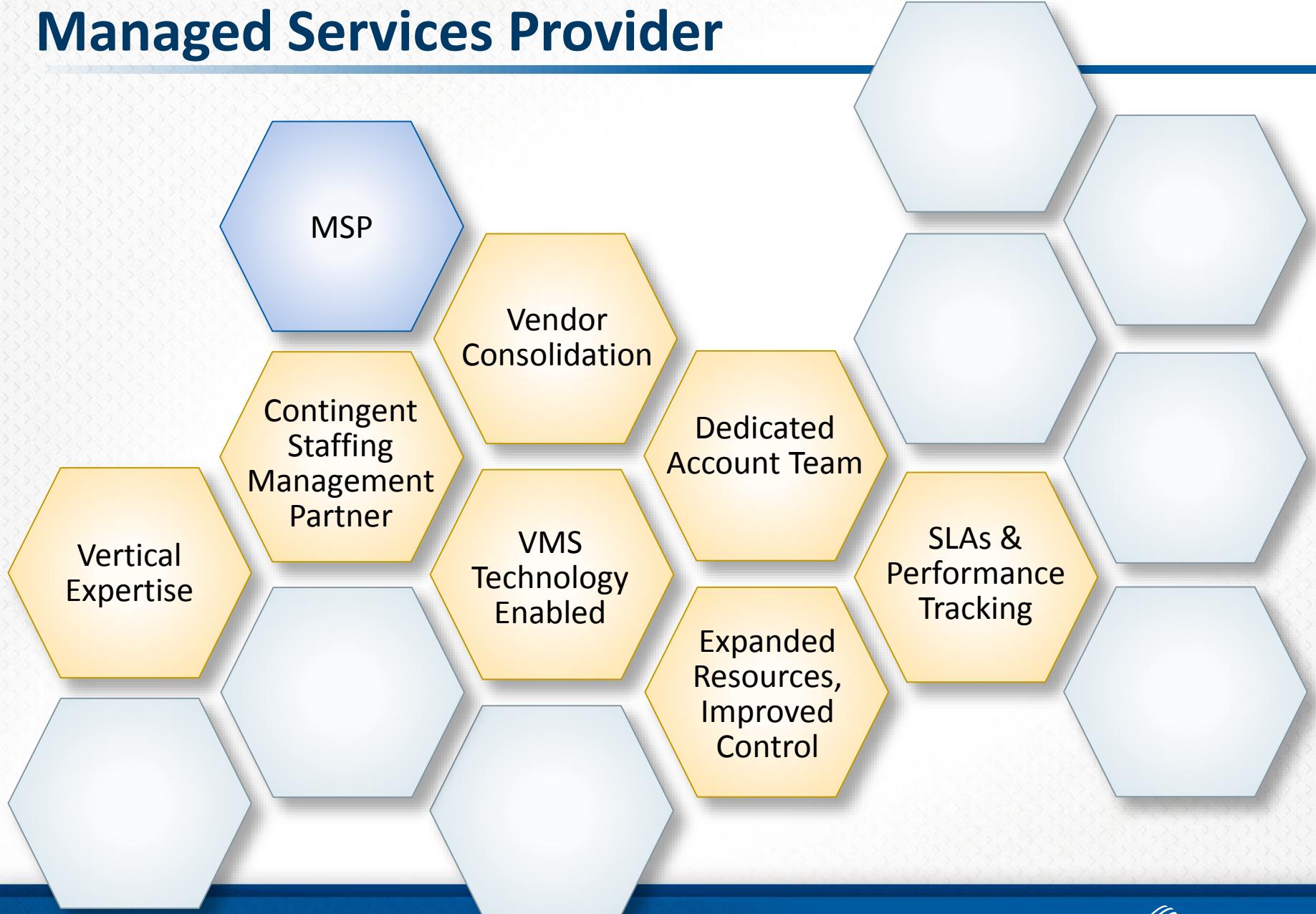
Program Satisfaction Measurement



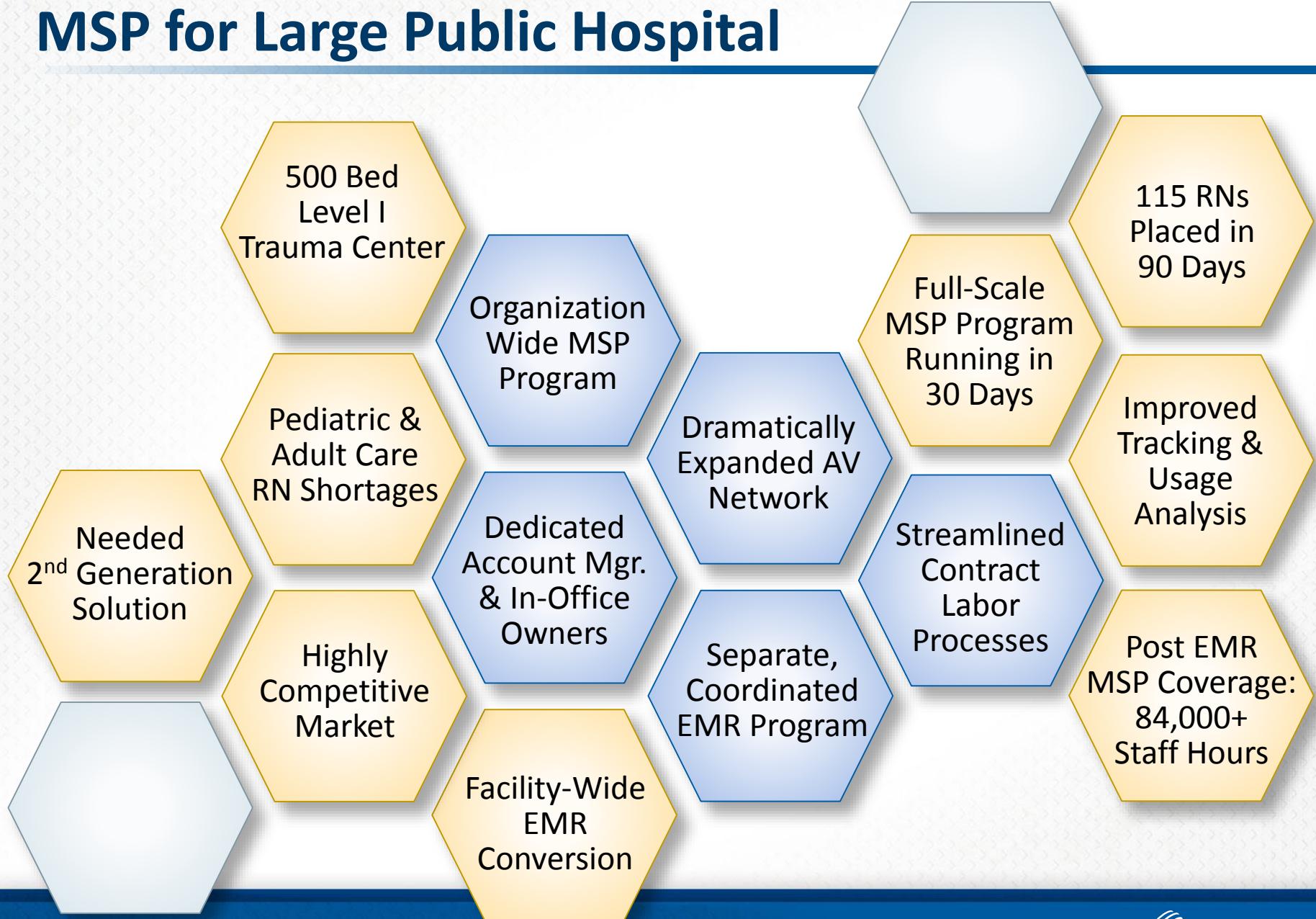
Managed Services Provider



Managed Services Provider



MSP for Large Public Hospital



MSP Keys to Delivering Quality Care

Trusted
Management
Partner

Strong AV
Relationships/
Network

Clinical
Expertise

Compliance
Across all
Vendors

Utilization
Insight

Defined
Quality
Guidelines

Consolidated
Performance
Tracking

Clear
Compliance
Standards

Common
Orientation



Thank you!
Questions or for additional information
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Links

Hospital Quits Increase

Healthcare “Quits” Back to Pre Financial Crisis Levels Indicating Increased Labor Mobility

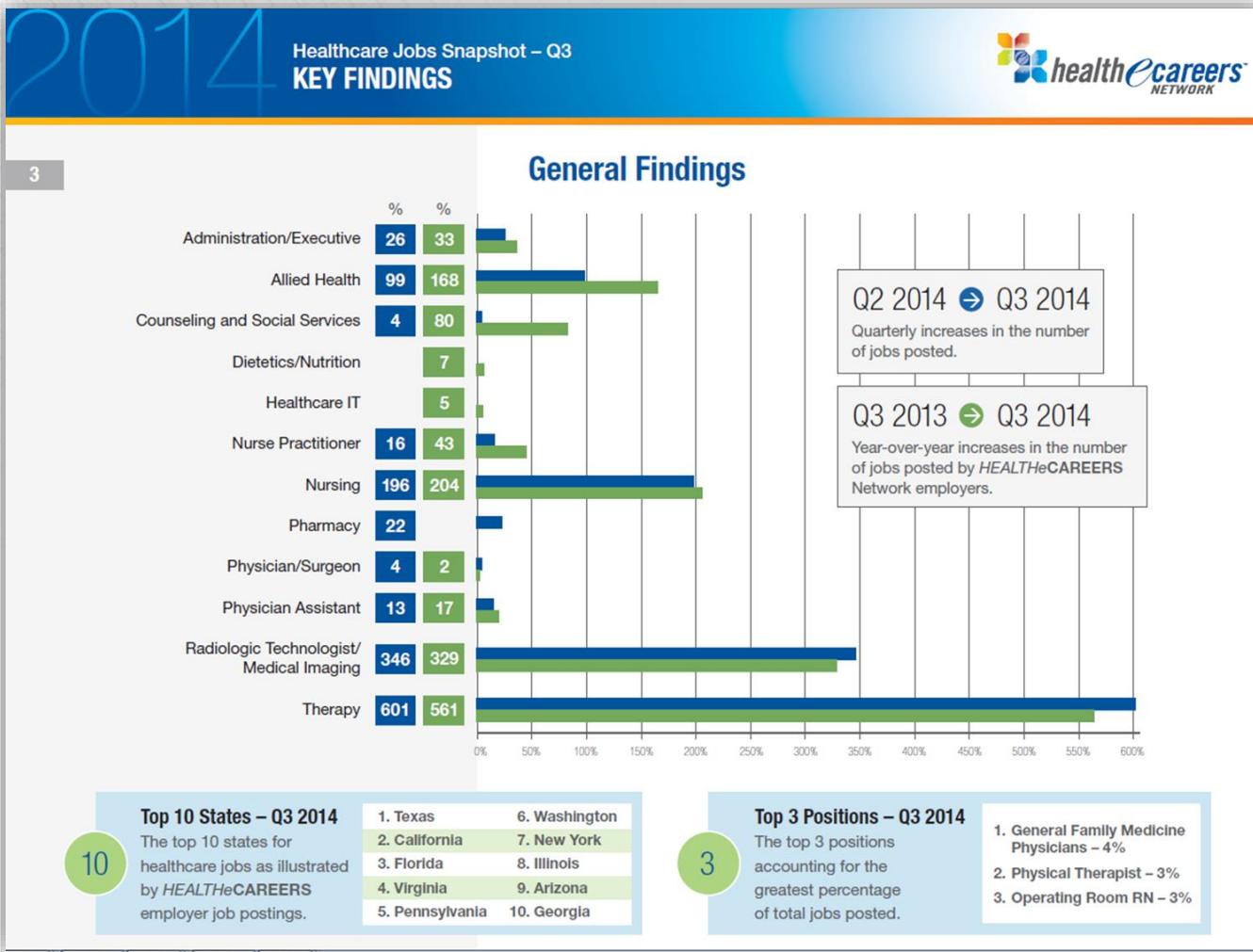
Healthcare Quits - 12 month moving average



Source: U.S. Bureau of Labor Statistics and Staffing Industry Analysts

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A Highly Competitive Marketplace



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Technology Impact will Continue

Health IT Impact a Significant Factor

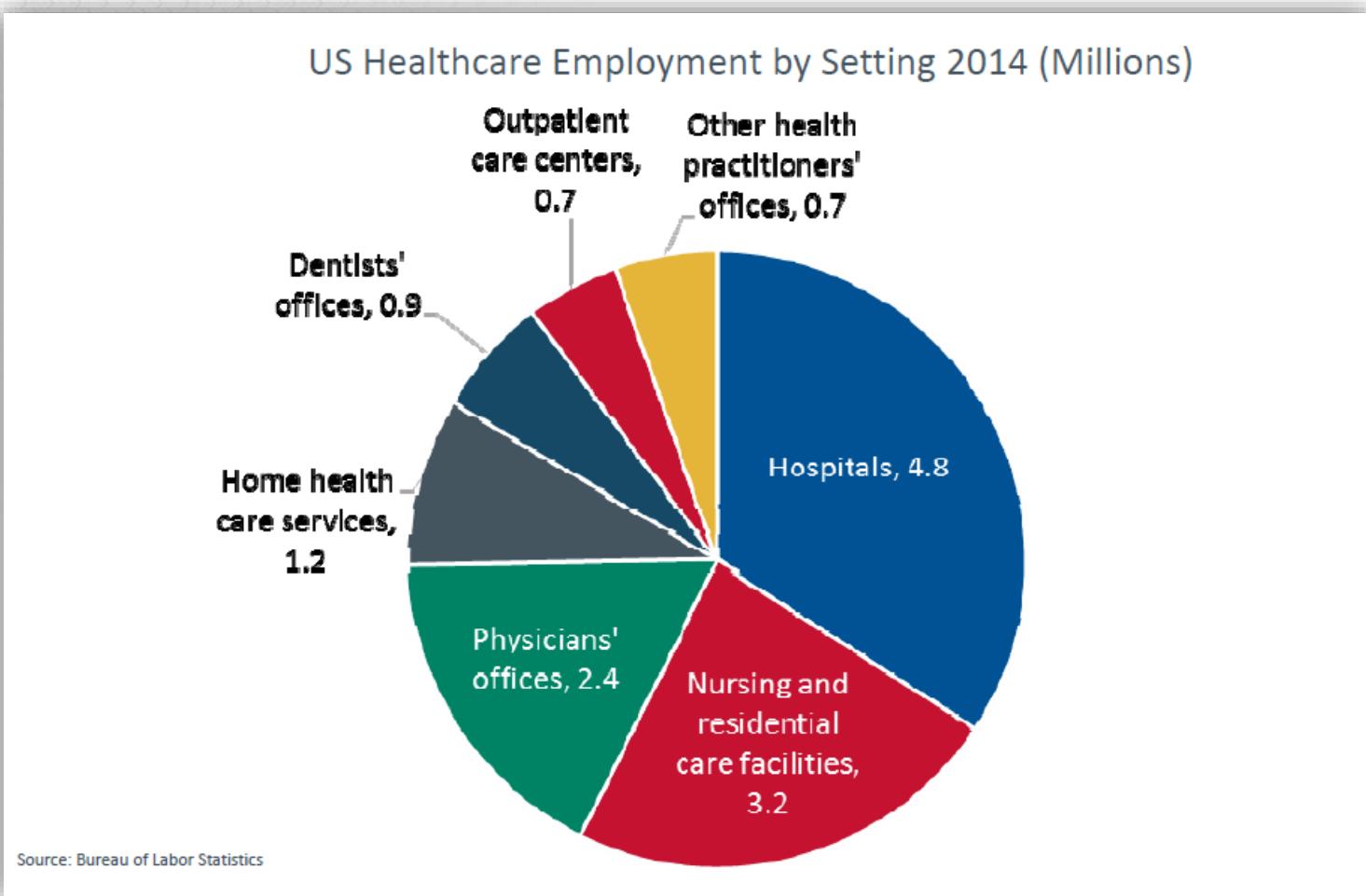
- Health IT a large and fast growing market – 10.2% CAGR to Reach \$162 Billion by 2015*
- Electronic Health Records – Penalties for non use beginning January 2015
- Stage 1 meaningful use > Stage 2 > ...then stage 3
- ICD-10 Conversion Deadline Deferred to October 1, 2015 (unless delayed again)...



Source: *Markets and Markets 2011 World Healthcare IT Market

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Broad Based Competition



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Slide Heading

