

MSP at Aegis Therapies Enables Expansion into New Growth Markets

Aegis Therapies, a Golden Living company, is a nationally recognized leader in contract rehabilitation and wellness services, with more than 8,700 therapists and clinicians providing therapy services in over 1,000 facilities across 43 states. Aegis therapists provide physical, occupational and speech therapies to residents of skilled nursing facilities, assisted living facilities and acute care, and to clients in home health, community care retirement communities and schools.

Challenge

Aegis' recruiting team has access to therapists throughout the United States as well as foreign-trained therapists and new graduates from affiliated universities. However, as the rehabilitation market changed due to census drop in acute care and long-term care and the shifting of demand to home health and school systems, Aegis faced a severe shortage of therapists in key markets and states. It needed a more efficient way to recruit the right therapists, manage contract labor, and improve the quality and costs associated with hiring contract labor.

Partnership

Aegis chose AMN Healthcare as its Managed Services Program (MSP) partner to help manage travelers, vendors and registry in order to meet the demands of new growth markets.

Previously, invoicing and billing was a manual process. AMN assisted in automating these processes, resulting in improved accuracy and visibility. AMN also implemented credentialing and service level agreements that ensured the quality of candidates as well as regulated rates, staff mix and fill rates. Finally, AMN provided the flexible staffing that was needed to support assignments of any length and duration.

“One of the biggest pluses we now have is flexible staffing. We had vendors telling us we were locked into long-term assignment with a ‘30-day-out’ (for cancellations). When AMN came along, we discovered it didn’t have to be that way. We now have people who can do a four-week assignment, with a two-week cancellation. This flexibility gives us the coverage we need.”

Kay McCall, VP Recruitment & Staffing, Aegis Therapies

Solution

Aegis rolled out its MSP to top markets in two phases. The first phase launched in California, Florida and Philadelphia. The second phase launched in Minnesota, Wisconsin and Illinois. The key components of the MSP included:

- **Consolidation of numerous vendor agreements**
- **Pre-orientation on important topics such as elder abuse prevention, code of conduct, conflict of interest and documentation tips. In phase two, added billing integrity module and more documentation training**
- **Facility managers training on vendor management system for online ordering, approval of invoices and time sheets**
- **100% contractor compliance**
- **Quarterly scorecards**
- **Service level agreements implemented on rates, staff mix, and fill rates**

“We have consolidated the traveler 13-week assignment group along with our registry, so now it’s a one-stop shop for our managers.”

Kay McCall, VP Recruitment & Staffing, Aegis Therapies

Results

“On the six markets we targeted, we have accomplished all of our objectives!”

Kay McCall, VP Recruitment & Staffing, Aegis Therapies

Reduced Costs

- **Improved balance of staff. Now the mix of registered and assistant is 50/50**
- **Consistent and regulated rates for registry and travel**
- **Accuracy and consolidation of invoices and accounts payable processes through technology**
- **Flexibility of assignment length and travel vs. registry, allowing for reduced assignments and better cancellation lead times**

Improved Quality

- **Performance management with improved visibility and remediation processes**
- **Online credentialing, enhanced on-boarding and orientation program ensuring candidate quality, improved performance and better patient outcomes. Therapists and contractors who are “Aegisized” and familiar with the system can easily return again and again**

- **Clinical support provided by both Aegis and AMN have been a success**

Managed Risk

- **Constant monitoring of credentials mitigating exposure to fraud or poor credentialing**
- **Streamlined processes, consistent communication, and assessment of long-term contractors**

Summary

Challenge

Due to census drop in acute care and long-term care and the shifting of demand to home health and school systems, Aegis faced a severe shortage of therapists in key markets and states.

Partnership

AMN provided a single point of contact for managing multiple vendors, travelers and registries. Workforce management processes were automated and ready to meet the demands of new growth markets.

Solution

AMN automated invoicing, billing and credentialing. Service level agreements were implemented to regulate rates, staff mix and fill rates. Flexible staffing was enabled to support assignments of any length and duration.

Results

Aegis was able to reduce costs, improve quality and mitigate risks associated with hiring contract labor.



We've earned
The Joint Commission's
Gold Seal of Approval™

