

## CASE STUDY

# PLANNING AHEAD WITH AMN HEALTHCARE'S EMR STAFFING SOLUTIONS IS KEY FOR HEALTHCARE ORGANIZATIONS UNDERGOING EMR SOFTWARE IMPLEMENTATIONS

## Executive Summary

A New York healthcare system came to AMN Healthcare seeking assistance supplementing staff during a transition to a new electronic medical record software. They required 42 high-need specialty RNs to backfill their full-time staff during training. The AMN Healthcare team was able to successfully provide the coverage, meeting a 95% fill rate within 10 days of the first training date. This partnership allowed the client to keep all beds open during training, as well as maintain patient care levels.

## Challenges

The switch to a new Electronic Medical Record (EMR) system is one of the largest investments a healthcare organization may have to make. While most organizations focus on planning from an IT perspective, what many organizations fail to plan for is the preparation it takes to ensure the hospital staff is trained and has adequate support. Implementation of a systemwide EMR platform is a time-consuming, often frustrating process that requires nursing staff to learn and quickly master a new method of documenting cases.

The New York health system had a need for backfilling 42 clinicians during the EMR rollout process. Staffing this volume

of clinicians in only a two-week window is a hefty challenge for any healthcare staffing company.

Fifty percent of the clinicians needed required specific backgrounds in high demand specialties, as well as experience and training with EPIC and treating COVID-19 patients. The AMN Healthcare team was challenged to source, connect, interview and credential within a fraction of the time that it would normally take to complete the same process. Adding to all of this was a consistently changing healthcare landscape due to a pandemic, which had already delayed the start of this new EMR go-live previously and was threatening to do so again.

## Partnership

In order to meet the tight deadline, the client put their complete trust in AMN's team, trusting that the AMN clinicians would know how to work across multiple specialties and floors, delivering the highest-quality patient care possible. It was necessary and imperative that the AMN team align and understand the client's needs to make sure that the transition to EPIC was as successful as possible with little disruption to patient care.

## The Solution

AMN Healthcare's EMR Staffing Solutions provides clinical staff for three main services:

- Providing patient care to take the place of internal staff while they train on a new EMR
- Acting as trainers to help internal staff learn the EMR
- A combination of both – providing patient care and training at the same time

## Results

AMN Healthcare creatively mined through their database of EPIC-trained clinicians to fill the needed positions quickly, on time and with the right clinicians.

- 40 clinicians were credentialed and booked within a week of EMR training
- 95% fill rate

## Key Learnings for Healthcare Organizations

### Advanced Preparation is Key – Especially During COVID-19

- **Plan 3-4 months out.** Most health systems block out orientation and onboarding dates about a month before an EMR system go-live. This creates an even larger need for healthcare facilities to plan as internal systems prepare for the change.
- **Buffer in more time for training.** Onboarding and orientations will need to be moved up in order to give clinicians time to learn the new system prior to rollout.
- **Classroom size may affect training schedules.** Due to COVID, classroom sizes might not accommodate many individuals undergoing EMR training at once. Classroom sizes may need to be staggered throughout the week so that there are multiple opportunities to get staff onboarded.
- **Let some test out early.** Clinicians who have trained on the new platform previously should have the opportunity to test-out of the system – including travelers and per diems who may already have experience from another facility.
- **Maintain quality onboarding during COVID-19 with Virtual Orientation options.** Provide a safer onboarding experience for clinicians. With AMN's virtual orientation, clinicians are able to complete training and onboarding materials without having to step foot in a classroom - reducing unnecessary in-person exposure without sacrificing quality.

## Benefits of Partnering with AMN Healthcare's Electronic Medical Record Implementation Team

AMN Healthcare will be your strategic partner throughout the planning process. Our team has decades of experience helping hospitals plan for the staffing coverage and support they will need while undergoing EMR upgrades and rollouts.

We can be your strategic partner, helping to provide insight and guidance when it comes to your existing staffing and contingent labor needs. Our project management software includes a fill rate tool to keep you up to date on how we are pacing with staffing coverage, open orders and various success metrics – keeping you informed along the way.

Our experts can also assist with planning post-transition staffing needs, so you can rest assured that you are covered throughout the entire process.

**For additional information, please contact us at (866) 871-8519  
or visit us at [amnhealthcare.com/emrstaffing](https://amnhealthcare.com/emrstaffing)**