

MSP at Stanford Hospital & Clinics Solves Staffing, Quality Challenges

U.S. News & World Report named Stanford Hospital & Clinics in Palo Alto, Calif., one of the country's Best Hospitals for several years in a row, recently ranking it at the top in 10 medical specialties for 2012-2013. In November 2012, Stanford also became the first hospital in the country to be certified as a Comprehensive Stroke Center by The Joint Commission. The hospital relies on quality professionals to staff its facility.

The Challenge

Stanford Hospital & Clinics maintains its reputation and ongoing success through its quality health care professionals delivering the best in patient care. Even with Stanford's talented workforce, however, there are times when extra help is needed. Geoff Pridham, manager of nursing administrative services, often relies on travel nurses, and these contingent nurses also meet Stanford's standards.

When Pridham first took over the supplemental staffing program at Stanford, the hospital was working with multiple staffing agencies. Still, he did not always have a full staff, usually because some agency nurses did not meet Stanford's standards and his paperwork was immense.

The Partnership

Stanford Hospital & Clinics needed a more reliable staffing firm. They sought a partner that could provide greater efficiency in the overall staffing process.

"I slowly reduced our staffing firms to our top three," Pridham said. "There were some severe disappointments that led us to go with one company that had always followed through: AMN Healthcare." Stanford and AMN Healthcare launched a Managed Services Provider (MSP) program focused on travel nursing.

The Solution

After deciding to work with AMN exclusively for their contingent workforce needs, Stanford Hospital & Clinics' staffing processes were streamlined. Instead of making requests through multiple companies, Pridham and his staff worked directly with their AMN account manager. Each nurse candidate was qualified and ready to start when needed.

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Geoff Pridham, Manager of Nursing Administrative Services
Stanford Hospital & Clinics

The Results

Over the years, Pridham and his staff have worked with AMN to meet a variety of challenges ranging from excessive labor shortages to contingent staffing during hospital construction projects.

When the overall staffing environment became more difficult in recent years, AMN worked closely in partnership with Stanford

to come up with new ideas to fill positions – and it worked, Pridham said reported.

When Stanford began building a new hospital, many new challenges arose with parking, temporary displacement of units, changes in demand and other inconveniences for travelers. Based on our partnership, AMN and Stanford worked through these issues, foreseeing and overcoming challenges before they become problems.

With a long-term partner handling all workforce challenges with travel nursing, while ensuring a high-quality contingent workforce and optimal fill rates, Pridham and his staff are able to focus on their ultimate duty – providing excellent patient care.

“I have just been very impressed with AMN overall. The quality of the nurses in particular is really remarkable...It isn't just about the business; it's about providing good care to our patients.”

Joan Forte, Director of Nursing Resources and Finance
Stanford Hospital & Clinics, California

Summary

Challenge

Stanford Hospital & Clinics, one of the nation's foremost healthcare systems, was expending too much effort managing its travel nursing and not always getting the quality of travel nurses that it needed.

Partnership

A partnership with AMN Healthcare launched an MSP to provide management, oversight and one point of contact regarding all of Stanford's travel nursing management.

Solutions

The MSP with AMN Healthcare provided the quality of travel nurses, nursing fill rate and simplicity in vendor contracting that Stanford's clinical managers had sought.

Results

Nursing managers could focus on the most critical aspect of their work – patient care. And when Stanford began building its new hospital, workforce challenges that arose during this process related to travel nursing were all handled by AMN.



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