

AMN Healthcare EMR Staffing Solutions makes systemwide 'go live' run smoothly

A large metropolitan hospital system in the Northeast with more than 750 beds, located on multiple campuses and highly ranked by *U.S. News & World Report*, was going live on a customized Epic electronic medical records (EMR) system. The client needed additional staffing by nurses familiar with electronic records conversions who could help internal staff maintain a high-level of patient care while coping with the learning curve of a complex EMR.

The Challenge

Implementation of a systemwide EMR system is a time-consuming, often frustrating process that requires nursing staff to learn and quickly master a new method of documenting cases. Due to these difficulties, the client estimated that it could experience a 20-percent drop in efficiency on the part of its internal nursing staff during implementation. Determined to maintain quality and patient care, including throughout the specialized care units of the cutting-edge institution, client leadership also knew they needed to stick to implementation deadlines to successfully manage the project.

The hospital system decided to increase the number of nurses on each shift by 20% to offset the expected drop in productivity, and up to 30% in the OR and ER departments. However, hospital managers needed to focus on internal staff during EMR implementation and would not have time to help hire and manage temporary nurses.

The Partnership

The client needed a comprehensive solution from a reliable partner with experience in electronic clinical conversions, and decided to partner with AMN Healthcare, the innovator in workforce solutions. AMN's EMR Staffing Solutions team has significant experience in EMR conversions, having conducted dozens of such conversions at large and small facilities. AMN also was chosen because of its proprietary staffing model for EMR "go live" and robust database of quality candidates. AMN could provide on-site management of the required number of skilled nurses, who had a wide range of expertise and excellent references from past electronic records conversions.

The Solution

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

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

The client chose the third option. AMN provided nurses from a variety of specialties who had extensive experience in charting and at least two complete hospitalwide or systemwide conversions to electronic records. The client contracted with AMN for a four-week staffing engagement to cover the period immediately before, during and after the system "go live." This timing provided the flexibility and efficiency the client sought, as opposed to working with staffing companies that require 13-week assignments or longer.

Although the client's nurse managers would normally be involved in screening supplemental nurses for their units, it wouldn't be possible in a project of this magnitude – the quick hiring of more than 200 nurses with requisite skills sets. So AMN handled all recruiting, onboarding and supervision, including interviewing, background and skills checks, hiring, licensure, housing, transportation, orientation and scheduling.

"That was absolutely a necessity for us," the client staffing director said. "We needed to focus on internal processes and staff. Otherwise, the nurse managers would have been overwhelmed."

Client Staffing Director

CASE STUDY



AMN's on-site managers were there when the temporary nursing staff arrived to handle any day-to-day issues, leaving the facility's managers free to support their own nurses. By agreement, AMN nursing managers were on site 18 hours each day for the first week, including the go-live date, and thereafter for shift changes. They also rounded with staff to provide support and maintain vital communication with hospital management.

The Results

In an engagement of this size, the client staffing director anticipated that at least 10% of the temporary nurses would have some difficulty with the job requirements. However, more than 98% of AMN's large contingent of temporary nurses met or exceeded the requirements for their roles and completed their assignments.

Outcomes for the hospital's key audiences also were equal to or better than expected:

- ▶ **Patients:** *Patient satisfaction scores and key quality measures (i.e. infection rates, falls) remained steady throughout the implementation.*
- ▶ **Clinical staff:** *The hospital's clinicians became fluent on the new EMR before projections*
- ▶ **Hospital managers:** *The management staff was very satisfied with all aspects of the AMN staffing engagement. Senior management was particularly pleased with the high user adoption achieved. Ultimately, AMN staffing support helped to drive efficiencies and cost savings from getting the job done right the first time.*

For additional information, please contact us at
(866) 871-8519 or visit us at www.amnhealthcare.com

Summary

Challenge

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Partnership

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Solution

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Results

The hospital's clinicians became fluent on the new EMR before projections. The management staff was very satisfied with all aspects of the AMN staffing engagement. Senior management was particularly pleased with the high user adoption achieved.

"AMN's workforce solutions team designed a staffing plan to assist us in managing through the difficulties of EMR implementation and then did a fabulous job," said the client staffing director. "We were clear about the skills sets we needed and AMN's dedicated team of EMR experts delivered. It went much better than we expected."

Client Staffing Director



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