

AMN Healthcare Provides Allina Hospitals & Clinics Cost Savings and Increased Productivity

One of the largest integrated healthcare systems in the United States, Allina Hospitals & Clinics in Minneapolis, Minnesota serves residents throughout Minnesota and western Wisconsin. Comprised of 11 hospitals, 39 medical clinics, 22 hospital-based clinics, 15 community pharmacies and four ambulatory care centers, Allina maintains over 1,658 beds. With over 22,000 employees, 5,000 physicians and 2,500 volunteers, Allina is one of Minnesota's largest employers and a major economic force in the region.

The Challenge

Staffing an organization with over 11 hospitals, 39 medical clinics and four ambulatory care centers was the daily challenge faced by nursing management at Allina Hospitals and Clinics. A severe shortage of qualified clinicians meant that Allina, like most other hospitals across the country, relied on agency personnel to fill their staffing gaps. Allina's nurse managers and administrative staff juggled e-mailing, calling and faxing more than 39 agencies and travel companies with staffing orders which resulted in an accounting nightmare of more than 7,000 invoices requiring review, approval and processing. These already busy professionals became frustrated with the fragmented, time-consuming system that took away from time spent on patient care. Allina's leadership agreed that it was time to recruit a partner to help centralize its supplemental staffing program.

A Managed Service Solution

With a starting goal of creating a system-wide method for streamlining and optimizing its currently unmanageable supplemental staffing processes, Allina selected AMN Healthcare to implement its proprietary staffing management technology solution, SingleSource™.

AMN Healthcare considered various ways to leverage the specific benefits that would help Allina to manage its overall staffing processes and reduce unnecessary

expenditures. The solution created for Allina was built upon three key factors:

- ▶ *Streamlining ordering and managing all agency and travel staff through one AMN Healthcare point of contact.*
- ▶ *Creation of a joint oversight committee-the Operational Oversight Committee-to monitor the activities of a full-time clinical director employed by AMN Healthcare. The clinical director manages subcontractors agreements, credentialing and compliance, sourcing candidates and candidate screening and training of new agency staff.*
- ▶ *Applying its proprietary staffing management technology, SingleSource™, to automate components of the staffing management process, including:*
 - a. *Staff scheduling software that standardizes information, eliminated manual scheduling and tracked past/present/future orders in real time.*
 - b. *Provides document storage that imaged and archived all agency staff credentials and certifications in web-based, "e-files."*
 - c. *Automated accounts payable by consolidating all agency charges into a single weekly invoice.*
 - d. *Installed web-based reporting tools that helped to track productivity hours and costs in relation to budget.*

"AMN acts as an electronic traffic control for the system's hospitals and clinic's, coordinating multiple arrangements with multiple providers."

CEO, Allina Hospitals & Clinics

CASE STUDY



The Results

Over four years and more than 900 nurses later, the agreement between Allina and AMN Healthcare continues to produce mutually-beneficial results. With a starting goal of creating a system-wide method to effectively manage their agency staffing from a clinical, efficiency and cost perspective, AMN Healthcare has provided Allina the following:

- ▶ *Savings of more than \$4.8 million in staffing related costs*
- ▶ *Over 900 travel healthcare professionals, with 750 delivered in the first 18 months of the partnership*
- ▶ *Increased average fill rates from 34% to over 90%-currently, fill rates for travel staff are 96% and single shift/per diem fill rates to 98%*
- ▶ *Supplemental staffing program automation and oversight has saved Allina staff more than 120 hours per week-a total of more than 6,240 hours-in sourcing, reviewing, scheduling, on-boarding and invoicing for supplemental staff.*

AMN Healthcare Workforce Management Solutions including our proprietary SingleSource™ software help healthcare organizations to streamline processes.

In addition to our healthcare management solution, AMN Healthcare provides nurse and travel nurse staffing, home care professionals, behavioral health services (Hawaii only), allied healthcare staffing and physician locum tenens and physician permanent placement. For more information, go to www.amnhealthcare.com.

Summary

| | Before AMN Helathcare | After AMN Helathcare |
|---|--|---|
| Order Placement | <i>Allina staff called, e-mailed and faxed agency orders and managed and processed invoices for 39 local agencies and travel companies nationwide.</i> | <i>AMN Healthcare's Managed Services Solution provides a single point of contact to order all agency and travel staff.</i> |
| Management of Agency Staff | <i>Because it fell upon busy nurse managers and administrative staff, the management of nursing staff was fragmented.</i> | <i>Joint committee between Allina and AMN Healthcare oversees the activities of a dedicated full-time Clinical Director, who manages all agency staff credentialing and quality improvement initiatives.</i> |
| Credentials & Certifications | <i>Credentialing requirements were not standardized and facilities were responsible for keeping paper copies of agency nurse credentials and certifications.</i> | <i>All agency staff credentials and certifications have been imaged and placed in webbased e-files. Records can be accessed by Allina managers and supervisors 24/7.</i> |
| Accounts Payable (AP) | <i>Allina facility and AP staff reviewed and processed more than 7,000 agency bills and invoices for 39 local agencies and travel companies nationwide.</i> | <i>Each Allina facility receives one consolidated invoice for all agency charges each week – this has reduced the number of invoices to less than 1,000 across all facilities. Allina AP and AMN Healthcare have developed an interface to further automate invoice review and payment processes.</i> |

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



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