



CASE STUDY

AMN HEALTHCARE'S "RETURN TO WORK" SOLUTION AND CONSULTATIVE SERVICES SUPPORTS HPONE'S WORKPLACE HEALTH & SAFETY NEEDS DURING THE PANDEMIC

When HPOne, a high performing marketing, member acquisition and retention company, needed to implement new health and safety protocols due to COVID-19, they turned to AMN Healthcare.

COVID-19 changed the landscape of their offices, sending all team members home to work remotely. But as work from home regulations were lifted in mid-2020, HPOne knew they would need new and scalable resources to safely bring back employees to their numerous call centers. They knew they needed a strategic partner that could help design a process to address new requirements and considerations, provide a tool for administering a COVID self-screening health survey, and securely store their employees' personal health information.

HPOne started their search by assessing and evaluating potential partners, some established and some "emerging", and quickly discovered that AMN Healthcare's experience and

solutions were exactly what they needed. They began to work with the AMN Advisory team to customize and implement a series of workflows, scripts, and directives that culminated in a comprehensive return-to-work program for their staff.

Through a uniquely customized program and easy to use app, AMN's "Return to Work" solutions were so successful that the HPOne team reopened all offices and sales centers in August, on a voluntary basis, adding users and returning employees throughout the remainder of 2020. HPOne's aggressive 2021 growth plans are bolstered by the AMN partnership and reliable, scalable solutions.

"Working with AMN's advisory team, and implementing their Cares app solution, allowed us to stay on course with our 2020 business objectives despite being in a pandemic," said Scott Kabel, SVP of Call Center Operations at HPOne.

To request more information about how AMN Healthcare's Return to Work solutions might benefit your business, visit AMNHealthcare.com/ReturntoWork

HPOne's Challenge

With multiple locations and hundreds of employees, the new requirements for getting employees safely into the office during COVID-19 were a lot for HPOne to take on alone. The company knew that with the urgency of the situation, along with the specific skillset needed, they had to partner with AMN Healthcare to ensure the proper return-to-work solution was in place. HPOne's needs were multifaceted, and the biggest gap in their current operations was bringing on a scalable technology for health screenings, temperature checks and protection of HIPAA/PHI data. They also needed a third party to design, guide and administer

their return-to-work strategy so that their current employees would not need to take on that responsibility. They were seeking a strategic partner who could advise their staff with best practices as well as create, onboard, track, report and protect the health and safety data of their employees.

This is where AMN Healthcare was able to step in as a true partner to HPOne. All of this was accomplished in the height of a pandemic, giving employees the confidence they needed to return to the office, while minimizing the time internal resources would need to spend on the implementation of such a large undertaking.

The Partnership

AMN's team of experts were able to work quickly and efficiently with the HPOne Leadership to ensure that their employee's health and safety were paramount. AMN accomplished this by using the AMN Cares application to provide complete, custom support and reporting for the HPOne leadership team. With the goal of tracking the health of their employees coming into the office so they could minimize COVID-19 spread in the workplace, the AMN team designed surveys, workflows, and a collaborative playbook to be implemented for all administrators across the country. Some of the top programmatic elements were:

- Implementing the self-screening process, via the AMN Cares technology
- Monitoring AMN Cares for adherence and follow-up with employee and leadership to maximize compliance
- Managing a list of self-quarantining individuals, remaining in communication with them throughout the process and providing updates to the business
- Gathering local data about the COVID-19 prevalence and restrictions to help guide and inform HPOne on any suggested changes to their processes and return to work approach

"The success of any solution and partnership is often dependent on the people working together. From day one, we have had a collegial relationship with AMN. It's important to be easy to do business with. AMN Healthcare is. The technology needs to work and not break. The AMN Care app is reliable, and that's important, especially when our employee's health and well-being are at stake. When we needed a trusted, knowledgeable partner, AMN Healthcare delivered" said Scott Kabel, SVP of Call Center Operations at HPOne.

AMN Healthcare's Return to Work Solution

Many companies have worked hard to find innovative ways to provide a safe working environment for their employees in 2020, and now in 2021. Regardless of whether your business is considered essential or not, AMN Healthcare can be your all-in-one resource for scalable, flexible solutions.

Whether you are still in need of a playbook that maps out a new process to keep your on-site employees safe, or need help conducting regular temperature checks, COVID screenings for your teams, or administering vaccinations, AMN Healthcare can provide a custom solution to fit your needs.

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