



6 Criteria for Choosing a Retail Clinic Staffing Partner

Staffing shortages can be detrimental to retail clinics, so choosing the right healthcare staffing partner is critical. Ultimately the decision can impact patient outcomes, patient wait times, patient satisfaction evaluations, and even your bottom line. When choosing your retail clinic staffing partner, you'll want to look for a provider that (a) can give you access to the most qualified healthcare professionals who are passionate about patient care and (b) understand patient expectations when visiting a retail clinic. These expectations include high-quality care, short wait times, quick appointments, extended hours and cost savings.

Here's what you should look for in a retail clinic staffing partner:

1. Access to a large, diverse network of QUALIFIED retail clinic professionals

You'll want to partner with a staffing company that has a large network of retail clinic clinicians. However, size isn't everything. The network's experience level must be top notch to ensure that your quality of care remains high. Plus your partner needs to understand and address the unique needs of retail clinic patients.

That's where AMN comes in. The healthcare shortage will affect every facility eventually, but AMN is aware that the fast growth of retail clinics may mean they experience shortage impacts sooner

rather than later. Retail clinic patients demand convenient, fast service, but without a compromise in quality. So as your strategic business partner, AMN places healthcare clinicians who understand these needs in retail clinics.

AMN has the largest network of highly trained, highly skilled healthcare professionals in the nation, including high-need and hard-to-fill specialties. All AMN healthcare professionals undergo rigorous screening and are provided with continuing education courses to ensure compliance at all times. They are ready to make an immediate impact and help you meet the specific needs of the retail clinic market while maintaining your high standard of patient care.

2. A flexible, cost-effective staffing solution

Whether you need extra help for a few weeks out of the year, a much more consistent influx of retail clinic professionals or permanent healthcare staffing, your partner should be flexible and available when you need them — while staying within your budget.

AMN has comprehensive recruitment and placement services to meet all your temporary and permanent staffing needs. Positions available include the professionals your retail clinic needs: nurse practitioners, nurses, physicians, medical assistants, pharmacists, pharmacy technicians, allied health professionals and more. Temporary staff contracts can be arranged for the busy season, and when demand drops to typical levels, your clinic can return to a smaller permanent workforce. And both temporary and permanent candidates go through a strict vetting and multi-step screening process so you can be assured that all your criteria are met. Plus, AMN hourly rates are competitive with the total cost of a FTE, so you can reduce OT costs and fill seasonal needs without additional hires.

3. Proven reliability and experience

When patient outcomes are at stake (as well as your bottom line), your retail clinic staffing partner should have a proven track record of reliability and success in the healthcare industry.

AMN has 30 years of proven short- and long-term healthcare staffing experience in a variety of settings. Plus, AMN has received The Joint Commission's Gold Seal of Approval and was named one of America's Most Trustworthy Companies by Forbes. AMN has seen and done it all, and is respected and trusted by industry leaders.

4. Personalized customer support

Your retail clinic staffing partner should be just that — a partner. You should feel confident knowing you're being supported by retail clinic experts who make your success their success.

Each client at AMN is paired with a dedicated account manager — supporting you and your unique needs is the No.1 priority. Plus, AMN account managers have years of industry experience so you won't ever have to worry about the reliability of their knowledge and expertise.

To learn more about AMN Retail Clinic Staffing Services, call **(866) 352-5959** or visit www.amnhealthcare.com/retail



5. Ability to forecast staffing needs months in advance

Clinical managers spend up to 70% of their time coping with common staffing problems such as clinician shortages, staffing imbalances, staffing on the fly, forced overtime and labor cost overruns. A staffing partner should be able to help you predict these issues well before they adversely affect patient safety and outcomes, your bottom line and the ability to recruit and retain healthcare professionals.

AMN is on the cutting edge of automated workforce-demand forecasting and scheduling, which uses algorithms, sophisticated strategic planning and predictive healthcare analytics to figure accurate patient volume and the right mix of resources. AMN takes your business data (from historical census data to local weather trends) and uses these proven forecasting models to determine your staffing needs up to 120 days in advance. Other benefits can include a reduction in labor spending, improvements in patient care and better job satisfaction.

6. A single point of contact for managing your entire clinical contingent workforce

Managing multiple workforce vendors and agencies can be quite time consuming and inefficient from a cost and operational perspective. So finding a retail clinic staffing partner that can deliver the most qualified candidates, and offer a cost-effective way to manage your entire clinical (and often non-clinical) contingent workforce is ideal.

In addition to being the largest provider of the most qualified healthcare professionals in the nation, AMN is also the largest provider of Managed Services in acute and academic medical centers nationwide. The AMN Managed Services Program (MSP) offers a proven, cost-effective, single point of contact solution for the management of vendors, agencies, and contracts, in-house staffing pools, candidate selection and interviews, timekeeping, billing, and all related workforce processes.

Whether you're dealing with staffing shortages due to rapid patient growth, LOAs, ACA reform, census or seasonal fluctuations, or general unforeseen absences, use these six criteria to find a high-quality, reliable retail clinic staffing partner for your facility.