



5 Criteria for Choosing an Urgent Care Staffing Partner

Staffing shortages can be detrimental to an urgent care center, 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 urgent care 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 an urgent care facility. These expectations include high-quality care, short wait times, extended hours and cost savings.

Here's what hospitals should look for in an urgent care staffing partner:

1. Access to a large, diverse supply of QUALIFIED urgent care professionals

You'll want to partner with a staffing company that has a large network of urgent care 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 urgent care patients.

That's where AMN comes in. The healthcare shortage will affect every facility eventually, but AMN is aware that the fast growth of urgent care centers may mean they experience shortage impacts sooner rather than later. Urgent care patients demand convenient, fast service, but without a compromise in quality. So AMN places healthcare clinicians who understand these needs in urgent care centers.

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 urgent care 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 urgent care 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 urgent care facility needs: physicians, nurse practitioners, physician assistants, medical assistants, lab techs, physical therapists and more. Temporary staff contracts can be arranged for the busy season, and when demand drops to typical levels, your facility 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 urgent care 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, and has contracts with over 80% of AHA hospitals. Plus, AMN has received The Joint Commission's Gold Seal of Approval. And AMN 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. 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 an urgent care staffing partner that can deliver the most qualified candidates, as well as 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.

5. Personalized customer support

Your urgent care staffing partner should be just that — a partner. You should feel confident knowing you're being supported by urgent care 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.

Whether you're dealing with staffing shortages due to LOAs, ACA reform, census or seasonal fluctuations, or general unforeseen absences, use these five criteria to find a high-quality, reliable urgent care staffing partner for your facility.

To learn more about AMN Urgent Care Staffing Services, or to submit a staffing request now, call **(866) 352-5959** or visit www.amnhealthcare.com/urgentcare



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



Workforce Solutions—MSP

