

MSP at Cogent Provides Quality Locums for Hospital Medicine Programs

For more than a decade, Cogent HMG has been at the forefront of the hospital medicine sector, driven by a mission to relentlessly improve the efficiency and quality of inpatient care in the nation's hospitals. Partnering with more than 120 hospitals in 28 states, Cogent HMG provides fully outsourced hospital medicine and critical care medicine programs to support hospitals in meeting their clinical and business objectives. From leadership support and physician staffing, to technology and performance management, Cogent's hospital solutions and staff recruitment services help hospitals achieve superior patient outcomes and increase in ROI.

The Challenge

By the time a hospital approaches Cogent with the need to implement a hospital medicine program, they often need to be up and running quickly, in about 90 days. Faced with tight timelines and a national shortage of hospitalists, Cogent's biggest challenge was to staff the program with the right hospitalists, get them credentialed quickly, and at the lowest cost possible. To meet this challenge, Cogent utilizes locums to ensure that programs are properly and adequately staffed while it seeks permanent hospitalists.

Without a centralized staffing program in place, the process of recruiting, credentialing, placement and billing of locums can be complex and time consuming. Cogent needed a Managed Services Program (MSP) that could simplify managing multiple locums vendors and contracts and streamline the entire workforce management process.

“As an organization, our recruiting team was spending a significant amount of time trying to find locums physicians to fill in slots until they can find permanent physicians. We needed to partner with someone who could provide the locums for us better than we have been doing ourselves - hopefully at a lower cost. We wanted a partner who could help

us find ways to improve quality as we go through the process, and make sure the physicians are credentialed with our hospitals and health plans.”

– Rachel George, MD, Business Unit President – Central, Cogent HMG

The Partnership

Due to AMN Healthcare's proven track record of success in helping healthcare organizations recruit high quality locums and effectively streamline workforce management processes, Cogent HMG chose AMN as its MSP partner.

“We formed a partnership with AMN so they could provide high quality locums physicians, and to take that job away from our recruiting department so they could focus on recruiting for permanent physicians.”

– Rachel George, MD, Cogent HMG

The Solution

As the MSP partner, AMN:

- **Is the single point of contact for managing multiple locums vendors and contracts;**
- **Consolidates and centralizes invoicing for all vendors;**
- **Contracts with multiple agencies as affiliate vendors;**
- **Standardizes quality control requirements across all candidates;**
- **Consolidates reporting, forecasting tools, and quarterly business reviews;**
- **Provides access to the nation's largest network of quality candidates;**
- **Creates service level agreements for fill rates, credentials, and financial impact;**

- Improves locums workforce management cost alignment; and
- Provides best-in-class VMS technology platform.

Results

AMN has helped Cogent successfully gain control over the utilization of locums by simplifying the management of multiple vendors and contracts, and streamlining the workforce processes of their locums. This partnership has mutually benefited both parties and has increased new business for both organizations.

Partnering with AMN has resulted in:

- **Quality Improvement:** By leveraging the largest database of quality candidates, physicians are carefully screened and selected to meet the specific needs of the organization. By implementing standards and metrics for performance measurement, Cogent can ensure the consistency and delivery of superior patient care through their quality locums. *"The quality metrics that we expect our permanent physicians to adhere to, we can expect our locums to adhere to as well."* – Rachel George, MD, Cogent HMG
- **Cost Alignment:** Consolidated and centralized invoicing, greater visibility and oversight of labor spending enabled by consolidated reporting, and the use of service level agreements for fill rates have all improved cost alignment. *"We asked AMN to consolidate all of our vendors. AMN is now our single point of contact for all our locums vendors. We have one invoice rather than dealing with 35-45 invoices coming at different times of the month. We have a consistent invoicing process. It's more consistent and a lot easier."* – Rachel George, MD, Cogent HMG
- **Operational Efficiency:** The entire workforce management processes of locums is streamlined and simplified by a single point of contact - from planning, recruitment, credentialing, placement, retention to on-assignment.

Looking to the future, the partnership with AMN will grow and focus on:

- Increasing accountability and eliminating missing charges by locums. AMN has been instrumental in

helping to ensure locums' paperwork is complete and that charges are submitted.

- Continuing to streamline workforce processes, such as credentialing, scheduling, and the conversion from locums to permanent employment.
- **New site planning.** Cogent will engage AMN early in the sales cycle to start identifying physicians to begin credentialing, so staffing can occur at the time of new site go-live.

Summary

Challenge

Cogent had to implement hospital medicine programs for clients quickly, staff them with the right physicians, get them credentialed, and at the lowest cost possible, in 90 days or less. It had to recruit and credential the best locums to ensure that the hospital is adequately and properly staffed while they seek permanent physicians for the hospital medicine program.

Partnership

Cogent HMG chose AMN as its MSP partner to recruit and staff high quality locums and streamline the workforce management process, subsequently allowing the recruiting department to focus on other projects.

Solution

AMN became the single point of contact for managing the recruiting and hiring of locums. This simplified the process of working with multiple vendors and contracts, consolidated invoicing for all vendors, standardized quality control requirements across all candidates, and gave Cogent access to the largest network of quality locums anywhere.

Results

AMN has helped Cogent successfully gain control over the utilization of locums by simplifying the management of multiple vendors and contracts, and streamlining the workforce processes of their locums. The partnership has helped reduce costs, deliver consistent results, and save time - while continuing to deliver high quality patient care.



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