

4 ways to guarantee quality when using contingent labor

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1

Streamline the onboarding process

When managers mention that they find lower quality in contingent workers compared to their regular staff, it is not necessarily a competency issue, but often a shortfall in how the temporary workers were onboarded. Health systems with a standard onboarding or orientation practice tend to ensure quality is better maintained. This means that certain criteria specific to that facility or unit must be met in order for a new worker to begin an assignment. This ensures familiarity with systems and procedures that might be unique to the facility. If clinical workers are thrown into the mix with little guidance, mistakes are more likely to be made.

- Collect general information to initiate a candidate profile
- Require a confidentiality agreement
- Outline the DOs and DON'Ts specific to your organization & facilities
- Provide an orientation process checklist for candidates to follow and track their progress
- Offer ample opportunity to address questions
- Provide system training when required



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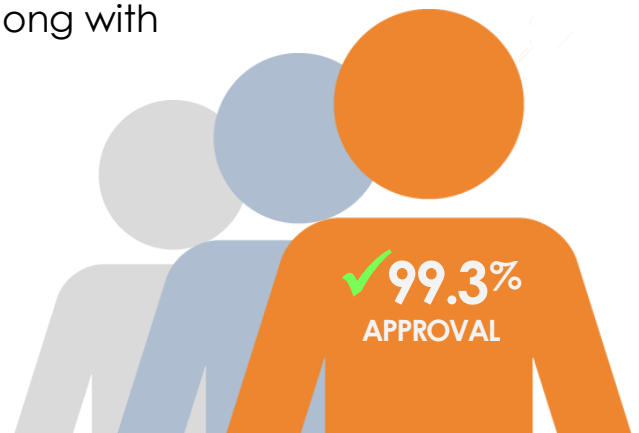
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2

Measure individual performance

Contingent workers will likely work in a facility multiple times. Over these numerous work assignments, an ongoing individual assessment process can indicate the overall quality of care that a candidate can provide. If technology is used to evaluate a worker after each assignment, a performance history can be maintained along with an aggregate grade or score depending on the system being used. This takes the guesswork out of contingent hiring choices. Over time, the bad workers are used less and less while those delivering the best quality are consistently utilized.



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3

Partner with value-focused vendors

Vendors that focus on the value they provide with their contingent workforce are better suited to contribute positively to a healthcare system's overall quality of care. But what does a value-focused vendor look like?

A Value-Focused Vendor ...

- **Provides resources well-aligned to your needs.**
Square pegs don't go in round holes. Inattentive and unproven vendors often oversell candidates, wasting your time and resources.
- **Accountable to metrics.**
How's the vendor on measurable results such as fill rate, time-to-fill and cancellation rates?
- **Has fair rate costs, not necessarily the lowest.**
There's no denying the importance of keeping costs in control. Value-focused vendors may not have the "bottom rate" but they will make sure you understand the costs involved and that you're getting a fair value.



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4

Utilize existing internal resources or build a float pool

Many health systems choose to rely on their own full or part-time employees to fill openings in the schedule. This can be accomplished either by leveraging existing staff resources or by building a float pool of workers that are specifically designated to move from one assignment to another when the need arises.

Spotlight



Baton Rouge General

A Community of Caring

38% increase in filled shifts

Monthly fills resulting from float pool implementation

Before: 435 **After: 600**



The ShiftWise Staffing Vendor Management System has earned the exclusive endorsement of the American Hospital Association.



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About ShiftWise

Leading health care systems nationwide [click ShiftWise](#) to lower costs, ensure compliance and improve quality when using flexible, temporary and contract professionals. With an easy to use, Web-based suite of applications and services that are highly flexible to the needs of each client, ShiftWise maintains a broad client base across the entire spectrum of health care providers and includes some of the most clinically advanced health care systems in the U.S. ShiftWise is based in Portland, OR. More information about ShiftWise can be found at www.shiftwise.com.



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