



## Not All Managed Services Programs Are the Same

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Managed Services Programs (MSPs) are growing rapidly in number and size in healthcare. Why? Hospitals, health systems and other healthcare providers must focus their primary attention on quality patient care while also competing in an unprecedented war for talent. As a result, most healthcare organizations do not have the resources necessary to deal with the burden of managing hundreds of temporary staffing providers required to fill their clinical staffing needs. By partnering with healthcare workforce experts, clients can utilize MSPs and turn staffing challenges into talent optimization opportunities.

But healthcare providers are discovering that not all MSPs are the same. Variations in MSPs can be very important to clinical managers and human resources, procurement and other healthcare leaders seeking the most effective and efficient ways to manage temporary clinical staff and the vendors that provide them.

### Benefits of a managed services program

An MSP is an “easy button”; it manages the complex daily staffing operations for patient-care providers whose main focus then remains as it should — on providing the best patient experience and outcomes. Without an MSP, healthcare organizations face constant challenges when filling temporary staffing needs. First, they need to aggregate and prioritize demand in their facilities.

Then, they must recruit and manage hundreds of staffing vendors — all with different contracts, rates and criteria, and who are constantly calling on the phone and emailing clinical and HR managers to address their vacancies. This inefficiency, for example, can result in different vendors sending the same nurses’ resumes multiple times — and miss deleting those candidates who the healthcare provider does not want returned. Or even candidate credentialing mix-ups and other problems that can impact patient experience and outcomes.

An MSP relieves that staffing burden from the healthcare organization by providing a single point of contact for managing the entire staffing process, including centralized billing, consolidated reporting, easier compliance tracking, clarity of workforce costs, streamlined workflow and ultimately faster, higher quality hiring.

Deployment of an MSP can be invaluable to a healthcare facility, from the amount of cost, time and effort it saves management to the high-quality care that will be immediately available to patients when staffing needs are met.

## Staffing-led MSP or vendor-neutral MSP?

Healthcare providers are also finding that there are different types of MSPs. Here we highlight two examples: vendor-neutral and staffing-led MSPs.

A **vendor-neutral MSP** handles all the operational aspects of temporary staffing mentioned above, leveraging third-party staffing vendors to find the clinical personnel that the healthcare provider needs. The vendor-neutral MSP is typically utilized when a facility wants hands-on involvement and oversight of the growing demands of contingent staff, and is less focused on dedicated recruitment focus for fulfillment, clinical oversight, or additional scope.

**Staffing-led MSPs** build upon the vendor-neutral approach, adding their own recruitment capability to the pool of providers. This MSP can include direct candidate access, customized online portals, employment branding and other advanced sourcing techniques that “sell and compel” high-quality clinicians to the client’s job vacancies. As a result of these enhancements to the overall MSP operation, a staffing-led MSP can provide different market data and expert advice that the client may not have on their own staff. As a full labor scope is addressed, the staffing-led MSP is generally utilized in multi-facility systems, often highly engaged with a Group Purchasing Organization (GPO) for cost and quality metrics across multiple service lines (nursing, locums, allied, etc.).

AMN Healthcare is the leading provider of MSPs for healthcare, including both staffing-led and vendor-neutral MSPs. Our Managed Services Programs reduce the cumbersome and expensive redundancies that can happen when staffing-related expenses aren’t streamlined through one central “source-of-truth.” AMN also has the nation’s largest network of affiliate vendors — 3rd party staffing firms that work with AMN to provide high-quality clinicians to meet our clients’ needs. And we lead the industry in advanced practices to recruit, select, interview and onboard healthcare professionals to meet specific client needs. Further, we provide our MSP clients an unparalleled array of workforce solutions, such as vendor management systems, predictive analytics to forecast clinical staffing needs, and interim leadership to address other workforce challenges in today’s complex, supply-constrained talent environment.

As the healthcare industry continues to experience major changes, the importance of MSPs and other workforce solutions will

Feature	Vendor-Neutral MSP	Staffing-Led MSP
Centralized Contracting	✓	✓
Consolidated Invoicing	✓	✓
Technology Solution	✓	✓
Reporting Capability	✓	✓
Account Managers	✓	✓
Vendor Tiers	✓	✓
Vendor Neutral	✓	*
Credentials Management	✓	✓
Business Reviews	✓	✓
Fill Rate Service Level Agreement	✓	✓
Clinical/Quality Service Level Agreement	✓	✓
Primary Vendor Accountability		✓
Direct Candidate Access		✓
Priority Order Status		✓
Designated Clinical Director		✓
Onboarding & Orientation Optimization		✓
Market Data & Analytics		✓
Facility Brand Marketing & Sourcing		✓

\* Certain allowances made

continue to grow. The rising demand for patient care services and increasing shortages of available clinicians means that healthcare facilities will need help finding the best people and managing them in the most efficient way. An AMN MSP is just one way to help you streamline your entire workforce planning and management process to optimize your staff and deliver the best patient care.

To learn more about the AMN MSP, call **(866) 871-8519** or visit [www.amnhealthcare.com/msp](http://www.amnhealthcare.com/msp)



Workforce Solutions—MSP

