

The Power of Fastaff's Financial Assurance

DURING AN EXTENSIVE EMR TRANSFORMATION

DELIVERING A STAFFING SOLUTION DURING A LARGE-SCALE EMR SHIFT

Lovelace Health System, a prominent healthcare provider in Albuquerque, New Mexico, needed a contingent staffing solution for its large-scale shift from McKesson to Epic electronic medical record (EMR) systems.

Lovelace contacted three nurse staffing companies and ultimately decided on Fastaff due to its unique financial guarantee of experienced nurses within 10 days.

As the leading Rapid Response® travel nurse staffing service with more than 30 years' experience, Fastaff pledged to provide the RNs for specialty areas like ER, ICU, NICU, L&D and OR within the stipulated deadline. A Service Level Agreement (SLA) ensured that Lovelace would receive 19 hard-to-fill RNs in time or be compensated with a hefty financial penalty of nearly \$10,000.

In addition to the 19 guaranteed RNs, Lovelace requested an additional 13 nurses during the EMR conversion. Fastaff secured these additional nurses in under 10 days. By doing so, they brought a total of 32 experienced, hard-to-fill nurses on board within the specified 10-day timeframe.

Executive Summary

- › Hospital planned an EMR conversion from McKesson to Epic with a quick turnaround
- › Needed 32 contingent nurses to start in one week
- › Fastaff guaranteed delivery; if not met, Fastaff would pay Lovelace
- › Fastaff exceeded the timeline set and delivered 32 hard-to-fill specialty nurses in less than 10 days

THE POWER OF FASTAFF'S FINANCIAL ASSURANCE DURING AN EXTENSIVE EMR TRANSFORMATION

FASTAFF'S FLEXIBLE-LENGTH ASSIGNMENTS AND CUSTOMIZABLE CLIENT-CENTRIC SOLUTIONS ADD VALUE TO THEIR SERVICE

Fastaff's flexible-length assignments and customizable client-centric solutions added value to their service. They proposed a 48-hour work week with no overtime costs and allowed for easy cancellation policies. This efficient approach set them apart from traditional travel agencies by eliminating traditional fixed 13-week assignments.

Lovelace Health System found Fastaff's guaranteed delivery commitment outstanding among other travel agencies. They appreciated the certainty Fastaff's SLA provided compared to competitors who failed to match such assurances or response times.

Despite the \$10,000 penalty assurance, Fastaff's impressive delivery of 32 nurses in less than 10 days ensured quality patient care throughout the successful EMR conversion, giving Lovelace the support they needed during this pivotal transition period.

Facility Summary

Lovelace Health System, Albuquerque, NM

- Six facilities, including a heart, rehab and women's hospital
- 619 Inpatient beds
- 97,405 Emergency Department Visits
- 22,153 Surgeries
- 371,030 Outpatient Visits
- 3,636 Deliveries

