

“We were extremely pleased with the caliber of the nursing staff provided by Cross Country, in all pediatric specialty areas. The nurses arrived prepared, were easily integrated and appreciated by both our staff and physicians. In addition, Cross Country’s management staff were always available, professional and interested in our success. It felt like a partnership!”

— Roxanne Fernandes, RN, MHA, Chief Nursing Officer, Children’s Hospitals and Clinics of Minnesota

Client

Children’s Hospitals and Clinics of Minnesota is one of the largest children’s healthcare organizations in the U.S., with 348 staffed beds at its two hospital campuses in St. Paul and Minneapolis. As an independent, not-for-profit healthcare system, it provides care for over 13,000 inpatient visits and more than 200,000 emergency room and outpatient visits each year. Children’s has a full range of pediatric specialty services, critical care, and clinics to serve premature infants through older teens. Children’s of Minnesota also includes Children’s Clinics - Woodwinds; Children’s - Roseville; and Children’s West.

Challenge

Fill an unexpected large volume of seasonal needs, during a hard winter, with a limited supply pool and limited housing at affordable costs. This had to be accomplished through a streamlined process that eliminated the need for Children’s Hospitals and Clinics of Minnesota’s Human Resource Department to interview, screen and on-board highly specialized staff.

Solution

Children’s Hospitals and Clinics of Minnesota partnered with Cross Country Staffing to deliver a comprehensive outsourced solution to solve its large surge of staffing needs. Cross Country supplied all contract healthcare professionals and assumed all responsibilities associated with filling the last minute order which included:

- Recruitment
- Assessment
- Interview
- Human Resource Screening
- Medical Screening
- Orientation and On-Boarding

Outcome

Over a four-month period, Cross Country Staffing was able to fill 100% of the order by providing highly specialized pediatric nurses to Children’s Hospitals and Clinics of Minnesota. Cross Country drew upon a vast network of resources and was able to fill the large volume of seasonal needs by sending three submissions for every open position. Cross Country provided one point-of-contact and one invoice for all services rendered. As a result, Children’s Hospitals and Clinics of Minnesota was able to maintain a high level of patient care for the influx in census by utilizing Cross Country Staffing’s Managed Services.

Contact Us

To find out how Cross Country Staffing can assist you with your EMR implementation process, contact us today.

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