



Mills-Peninsula Health Services

A Sutter Health Affiliate

EMR Implementation

A C A S E S T U D Y B Y C R O S S C O U N T R Y S T A F F I N G

Caregivers and supplemental employees representing Mills-Peninsula Health Services have a hand in delivering clinical quality, patient safety and care coordination throughout the EMR implementation period. It's really the partnership between Cross Country Staffing and the caregivers and employees they provided that made the massive install and training of the system possible on such a tight timeline.

Client

Mills-Peninsula, a member of the not-for-profit Sutter Health organization, has provided excellent quality medical care to the San Mateo County community for more than 100 years. The organization operates two community health facilities with a total of 403 inpatient beds. Peninsula Medical Center, in Burlingame, CA, is an acute-care facility offering inpatient services such as orthopedics, cardiovascular surgery, a family birth center and emergency services. Mills Health Center, in San Mateo, CA, offers outpatient services including surgery, a cancer center, women's health services and diagnostics.

Challenge

Recruit, hire, and on-board more than 186 experienced healthcare professionals over a two-month period. Backfill super users and clinical personnel in key patient service areas for periods ranging from two to ten weeks, while permanent staff participated in house-wide implementation training sessions. Accomplish this with a streamlined process that would eliminate the need for Mills-Peninsula's HR department to interview, screen and on-board supplemental staff.

Solution

Mills-Peninsula Health Services engaged Cross Country Staffing (CCS) to deliver a comprehensive outsourced solution to support its EMR implementation. CCS supplied all contract healthcare professionals and assumed all responsibilities associated with staffing for the backfill project, including:

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

Outcome

Over a rapid two-month period, Cross Country Staffing was able to provide more than 186 qualified healthcare professionals to the facility while it implemented the EPIC EMR technology platform. Drawing upon a vast network of clinical and non-clinical resources, Cross Country was able to alleviate any EMR training-related staffing needs. Mills-Peninsula was also accommodated with the convenience of just one point-of-contact and one invoice for all services rendered. Mills-Peninsula Medical Center successfully provided its patients with quality care for the entire duration of its EMR training and implementation and has since engaged CCS as its permanent Managed Services Provider.

Contact Us

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

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