

“Cross Country Staffing was a collaborative partner during our EMR implementation. By using their Interview Services/Staff Selection process, we were able to solicit the assistance of competent direct care staff that met our organization’s values. In turn, this process enabled us to make fiscally responsible decisions, which resulted in an extensively educated, ready-to-go staff, just in time for our EPIC go-live.”

— Leah Godfrey, RN, MHA, NE-BC, Director, Nursing Operations

Stephen McKeeman, RN, MBA, CCRN, CNML, Nurse Manager, Clinical Resources Tampa General Hospital

### Client

Tampa General Hospital is a 1,018 bed hospital in downtown Tampa, Florida. It has approximately 6,700 employees and works in partnership with the University of South Florida. Tampa General Hospital is a Level I Trauma Center with a five-helicopter fleet serving 23 counties. They have specialty centers for Orthopedics, Trauma, Obesity, Neurology, Parathyroid Surgery, Head and Neck Surgery, Burns, Cardiac Surgery, Transplantation, Vascular Surgery and Women’s Health and OB/GYN. They have also been accredited “Magnet status” by the American Nurses Credentialing Center since 2005.

### Challenge

Fill an order request while the staff undergoes “Big Bang” EMR training. Additionally, Florida is not a compact state; so all the backfill staff had to acquire the state license. This had to be accomplished through a streamlined process that eliminated the need for Tampa General Hospital’s Human Resource Department to interview, screen and on-board the needed staff.

### Solution

Tampa General Hospital called upon Cross Country Staffing to deliver a comprehensive outsourced solution to support its Electronic Medical Records implementation. Cross Country filled the last minute “Big Bang” order request for all specialties including the two more challenging to fill specialties, Level III Neonatal Intensive Care Unit and Level I Trauma Center nurses and assumed all responsibilities associated with filling this last minute order which included:

- Recruitment
- Assessment
- Interview
- Human Resource Screening
- Credential Management
- Orientation and On-Boarding

### Outcome

Over a three-month period, Cross Country Staffing was able to achieve a 100% fill rate for the “Big Bang” request. We provided 58 licensed and experienced healthcare professionals which included Level III Neonatal Intensive Care Unit and Level I Trauma Center healthcare professionals to Tampa General Hospital while they implemented an EPIC EMR technology platform. Cross Country provided a total of 322 submissions to fill the 58 temporary needs. Cross Country Staffing was able to alleviate any EMR training-related staffing needs and accommodate Tampa General Hospital with the convenience of just one point-of-contact and one invoice for all services rendered. As a result, Tampa General Hospital had a successful EMR implementation and was able to maintain a consistency in patient care by utilizing Cross Country Staffing’s Managed Services.

## Contact Us

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

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