

With a service area that includes 5.2 million people, this health system lacked a centralized process for fulfilling long and short-term staffing needs. At one point, over 42 different staffing companies provided services to the individual hospitals within the system. By bringing Cross Country Healthcare onboard as their Managed Services Provider, this system would improve consistency, assure compliance with regulations, reduce the use of management time, improve employee morale, improve patient satisfaction and decrease costs.

Client

This New York health system is comprised of 15 hospitals (including three world-class tertiary hospitals, as well as a nationally recognized children's hospital and a psychiatric facility), hospice and home care services, a major medical research institute and many other health-related facilities. As the largest employer on Long Island and one of the largest health systems in the United States, our client is the nation's third largest, non-profit, secular health system (based on number of beds).

Challenge

This health system still did not have a centralized process for fulfilling long and short-term staffing needs. There was a clear need to bring on a Managed Services Provider who would help the health system improve not only the quality of candidates, but also assure that the clinical professionals were properly credentialed, compliant with regulations, and confirm that the rates paid were consistent across the health system. Cross Country Healthcare was charged with developing a solution that covered the entire onboarding phase – including candidate screenings, credentialing, and ensuring consistent rates.

Solution

Cross Country Healthcare implemented its managed services provider program for North Shore - LIJ Health System. It supplies all contract healthcare professionals for this healthcare system and assumes all responsibilities associated with filling the last minute orders, which include:

- Utilization Management
- Recruitment
- Assessment
- Interview
- Human Resource Screening
- Credential Management
- Orientation and Onboarding

Outcome

Cross Country Healthcare accomplished every major goal set – and more.

- Using year one as the baseline measurement, and each year since then, our client has realized an overall decrease in spending on contingency staff.
- In year two, our client decreased spending with \$5.6 million in savings in RN agency personnel and \$2.2 million in savings in Non-RN agency personnel.
- Non-RN agency costs have steadily decreased each year since year one.
- Both RN and Non-RN turnover decreased each year since the implementation of Managed Services program. Moreover, the healthcare system's RN turnover is the lowest in the state.

Contact Us

To find out how Cross Country Healthcare can assist you with your staffing process, contact us today.

6551 Park of Commerce Blvd.
Boca Raton, FL 33487-8247 USA

Phone: 800.873.9182

Fax: 800.385.3043

workforcesolutions@
crosscountrystaffing.com

crosscountryhealthcare.com



awarded supplier of
Novation