

Cross Country Helps Healthcare Organization Speed Time to Fill, Improve Compliance and Complete Assignments.

Client

A multi-hospital healthcare system with urban and rural locations, including an Academic Medical Center, Level 1 Trauma Center and a Children's Hospital.

Challenge

This healthcare system was experiencing issues with performance related to time to fill positions, compliance and assignment completion.

"Cross Country Healthcare is fully integrated with our system and a true strategic partner replete with the caliber of clinical and staffing experts with whom we could build a successful partnership. Together, we have built a customized staffing model based on joint governance and operational excellence that is strategic and tactical. The results of this partnership have been impressive, from cost reductions and decreases in non-productive hours and reduced overtime to recruiting savings and quality improvements."

Results at a Glance

8%
Savings

55%
Reduction in
Fill Time

100%
Compliance

100%
Completion

51%
Contingent
Utilization Reduction

Solution

They engaged with our managed services provider (MSP) solution, which included:

- On-site program manager and white-glove service
- Integrated technology platform/vendor management system
- Performance-led fulfillment model
- Robust supplier partnerships, particularly for non-clinical and professional services
- Process optimization guided by Lean Six Sigma methodologies
- Data Aggregation Services (DAS) – a transparent and objective rate benchmarking service and a separate legal entity from Cross Country, firewalled to protect against conflict of interest.

In addition, we provided staffing services for:

- Nursing (Skilled and Inpatient Acute)
- Allied Health
- Locum Tenens
- Home Health
- Interview Services (IVS)
- CRU48 for rapid response, surge anticipation, crisis needs, and labor disruption scenarios

Impact

In the first year, the program delivered 8% in savings and performance improvements, including reducing time to fill by 55% (22 days to 10 days), 100% compliance, and a 98% assignment completion rate.

In the early stages of COVID-19, this client's census dropped significantly. Many of their units were overstaffed, while some were short-staffed due to COVID-19 admissions and core staff sick calls. Collaborating with their leadership, we modified their staffing model from unit-based to Central Float Pool. We grouped travelers into three specialty pods – M/S, TELE/PCU, and ICU. By optimizing traveler utilization and providing flexibility to float travelers to fill gaps or meet surge demand, we brought significant savings by reducing:

- Contingent utilization by 51%
- Overtime expenditures
- Implementing IVS to speed delivery

Why Cross Country Healthcare?

With Cross Country Healthcare's MSP solutions, you can benefit from:

- Over 400 supplier partners with broad access to talent.
- Dedicated solutions for travel, local, and locum tenens staffing.
- Permanent placement solutions ranging from retained-, contingent-, and executive-searches.
- More than 200 recruiters, 25,000 healthcare workers in the field, and a database of over 8 million nurses, allied health professionals, physicians, and advanced practitioners.

"The outcomes from our partnership with Cross Country Healthcare have exceeded our expectations, not only from the standpoint of meeting our quality standards but in filling the demand for skilled talent by bringing in local and national resources. And they do it all for us, which leaves our staff to concentrate on delivering the best possible patient care. They are more than just a staffing provider, helping us formulate strategies and solutions across the network as we grow and expand."

To learn more, contact us today: www.crosscountry.com