

Your Partner in Crisis Planning and Staffing

While every crisis is different, what you need to depend on is the same. We partner with you to understand your specific need, including the situation, environment and care model. From here, we deliver a custom solution that allows you to deliver exceptional patient care.

Learn more about our work, our clients, our agility and our ability to quickly provide custom solutions to meet our unique client needs.

Client 1: Critical Staffing at the Forefront of COVID

The background:

In March 2020, there was a significant COVID-19 outbreak in New York City. Facilities and health systems were thrown into crisis mode being the first to deal with this large of an outbreak. One such multi-facility health system leaned on AMN Healthcare to deliver urgent staffing for physicians and advanced practitioners.

Our client had to quickly adapt and implement a new care model in order to handle the COVID-19 crisis. AMN Healthcare was able to provide a combination of physicians and advanced practitioners, including CRNAs, to play an important role as part of the Critical Care team. Our ability to pivot and flex with the client's care model allowed us to scale and evolve with the changing patient care needs. Together we were able to quickly evaluate and place clinician talent where needed most.

How our staffing process shifted to accommodate:

- Sourced the right, hybrid providers to fit the facility care model.
- Expedited credentialing and privileging, aligning real time to meet both state and facility requirements that were adjusting throughout the crisis.
- Advocated and aligned with state emergency orders and licensing requirements.
- 24/7 access and support from a Dedicated Crisis Team, including daily alignment with client for scheduling of provider deployment across specialties and locations.

The results:



60

Providers presented within 1 week.



100+

Physicians, CRNAs and other Advanced Practitioners deployed.



20,000+

Patients cared for and assisted by AMN Providers.

Client 2: Rapidly Expanding Staff to Treat Influx of COVID Patients

The background:

Imperial County is located on the California and Mexico border and is home to 175,000 residents, many of which travel to Mexico for employment. Staff Care | AMN Healthcare was engaged to support a major spike in COVID-19 cases. Imperial County, which has fewer than 300 beds and 20 ICU beds had to quickly expand to accommodate 60 ICU beds across 2 locations and properly treat the influx of critical patients. Staff Care | AMN Healthcare was the sole source physician and advanced practice staffing agency to support emergency services, fulfilling all provider needs within the hospitals and alternate care sites, as we collaborated directly with the facility CEO's and medical teams.

How our staffing process shifted to accommodate:

- Sourced and started 18 providers within 1 week, with an additional 16 deployed the following week.
- Partnered with EMSA and the client to emergency credential and Intensivists, Emergency Medicine physicians, Hospitalists and Advanced Practitioners.
- 24/7 access to a dedicated Account Manager and Leader with credentialing crisis focus.
- In addition to physicians, AMN Healthcare provided nursing, respiratory therapists and physician therapists.

The results:



3

sites covered -
2 hospitals and
1 Alternate Care Site.



18

Providers placed within four
business days from the client
decision to staff, with 16
starting the following week.



50+

Physicians and Advanced Practitioners
deployed to support the Imperial
County crisis.

Client 3: Preparing for the Impact: State Field Hospitals

The background:

One of the states experiencing the COVID-19 crisis early on partnered with Staff Care | AMN Healthcare to prepare two separate field hospitals ranging from 500–1,000 beds. The number of beds varied throughout the process, flexing based on COVID patient demand. The field hospitals required a range of staff including clinical executive leaders, physicians, physician leaders, nurse staff and allied professionals to deliver patient care as well as clinical psychologists to assist with mental health care of community members.

How Staff Care | AMN Healthcare responded:

- Aligned with state executive orders, including open licensure to quickly deploy over 25 physicians and advanced practitioners specifically ABEM/Emergency Medicine, Hospitalists, Nurse Practitioners and Clinical Psychologists.
- Partnered with field hospital credentialing team to identify critical requirements in support of accelerated provider deployment.
- Leveraged AMN's Open Talent Marketplace platform to streamline invoicing and billing.
- Provided executive program team oversight for all components of staffing across specialties and modalities including 24/7 access to a dedicated Account Manager and Leader for physician and advanced practice staffing.

The results:



Staffed 100%

of facility's Physician and
Advanced Practitioner needs.



25+

Providers supported the State from stand up to
when the State was able to close the field hospitals.

To learn more visit: www.StaffCare.com