# WORK WISE™
by AMN Healthcare

Choosing a **Flexible Workforce Technology** for Healthcare Organizations

Introduction

Healthcare organizations face unique challenges in managing their workforce, including fluctuating staffing needs, compliance requirements, and the need for high-quality patient care. Selecting a workforce technology that can adapt to these challenges is crucial.

This white paper explores how healthcare organizations can choose a flexible workforce technology that works seamlessly as a permanent part of their talent infrastructure, with multiple programs or providers leveraging the platform simultaneously.
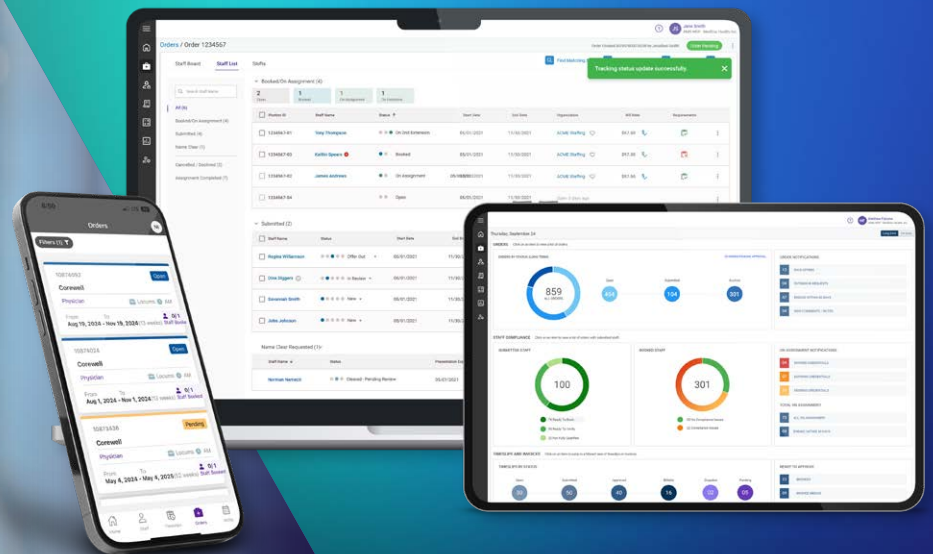
The Need for a Flexible Workforce Technology

Healthcare facilities often experience varying staffing demands due to factors such as seasonal fluctuations, unexpected surges in patient volume, and changes in workforce availability. A flexible workforce technology can help organizations efficiently manage these variations by providing tools for recruitment, scheduling, compliance, and engagement to efficiently fill labor gaps with the most cost-effective labor — prioritizing core staff, internal float and agency pool, over sourcing from external per diem and travel staff.

Key Benefits of a Flexible Workforce Technology:

ADAPTABILITY:

The technology should integrate with various staffing models, whether the staffing program is managed internally or by an external staffing agency. If a healthcare organization starts by managing its own staffing program, but later decides to transition to external vendor management, the technology should support this transition seamlessly, ensuring continuity and minimal disruption.

SCALABILITY:

Scalability is a critical feature for workforce technology, ensuring it can support the organization's growth and evolving needs without significant modifications. If a healthcare organization starts by managing contingent labor with the technology, the technology should be able to scale seamlessly if the organization decides to establish an internal travel program. The technology should enable the management of all labor types—contingent, permanent, and internal travel staff—in one unified platform, providing enterprise-wide transparency and streamlined operations. This comprehensive approach ensures that healthcare organizations can adapt to changing staffing requirements while maintaining efficiency and visibility across the entire workforce.

INTEROPERABILITY:

The technology must work seamlessly with different staffing vendors and systems to ensure smooth operations.

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Workforce Optimization & Performance

Workforce Management

Workforce Engagement

STRATEGIC SOURCING CONTINUUM

Applies to internal float pools, staffing agencies, across clinical and non-clinical labor.

VENDOR NEUTRAL   **HYBRID**   **MASTER SUPPLIER**

(optimum sourcing strategy is determined by client priorities and speed, fill, and quality outcomes)

Choosing the Right Workforce Technology

When selecting a workforce technology, healthcare organizations should consider the following aspects:

1

Integration Capabilities:
The technology should offer robust integration capabilities to connect with existing systems and third-party vendors. This ensures that data flows smoothly across different platforms, enhancing operational efficiency.

2

Predictive Analytics:
Advanced workforce technologies leverage predictive analytics to forecast staffing needs and optimize scheduling. This helps healthcare organizations plan proactively and reduce the risk of understaffing or overstaffing.

3

User-Friendly Interface:
A user-friendly interface is essential to ensure that staff can easily navigate the system and perform their tasks efficiently. This reduces training time and increases adoption rates.

4

Compliance Management:
Healthcare organizations must adhere to strict regulatory requirements. The chosen technology should include compliance management features to ensure that all staffing practices meet industry standards.

For us, it's really about having a core flexible staffing strategy—understanding what our needs would be if we were to stand up a new tower, and how we can leverage our resources to meet those needs. **AMN's technology enables us to do exactly that.**

Derek Godino, Senior Director of Nursing, Geisinger Health

Importance of Data Security

Data security is paramount in healthcare, where sensitive patient information and workforce data must be protected from breaches and unauthorized access. SOC 2 Type II certification is a critical component of robust data security.

SOC 2 Type II Certification: SOC 2 Type II is an independent audit framework developed by the American Institute of Certified Public Accountants (AICPA) that evaluates an organization's ability to securely manage customer data over an extended period. Unlike SOC 2 Type I, which assesses security controls at a single point in time, SOC 2 Type II verifies their effectiveness over several months, ensuring continuous compliance with security, availability, processing integrity, confidentiality, and privacy standards.

Why SOC 2 Type II Matters for Healthcare Organizations:

Enhanced Data Protection: SOC 2 Type II certification ensures that workforce data is managed with strict access controls and encryption.

Proven Operational Reliability: Continuous monitoring ensures system availability and optimal performance.

Trust and Confidence: It builds trust with clients and partners, knowing that the product meets high-security standards, which is essential for integration with other systems.

WORKWISE'S COMMITMENT TO THE HIGHEST SECURITY STANDARD

SOC 2 Certification

Independently Verified Security Excellence

Rapid 7 Penetration Testing

Validation and Assurance by external cyber experts

NIST Assessments

Excellence by benchmarking with NIST

Security Team

U.S. base expert team partnering with industry leaders

Switching Workforce Technology While Retaining Current Staffing Program and Vendors

For healthcare organizations who already have a workforce technology in place, transitioning to a new system while retaining their current staffing program setup and vendors can be challenging, but manageable with the right approach.

1

Assess Current Technology and Needs:
Begin by evaluating the limitations of current workforce technology and identifying the specific needs that the new technology must address. This includes understanding integration requirements, data migration needs, and any gaps in functionality.

2

Choose a Compatible Technology:
Select a new workforce technology that offers robust integration capabilities to ensure seamless data transfer and interoperability with existing systems and staffing vendors. Technologies like ShiftWise Flex provide enhanced development and configuration agility, making it easier to adapt to existing setups.

3

Plan a Phased Implementation:
Implement the new technology in phases to minimize disruption. Start with a pilot program in a specific department or location to test the integration and functionality. Gradually expand the implementation across the organization based on the pilot's success.

4

Engage Stakeholders and Provide Training:
Involve key stakeholders, including IT, HR, and department managers, in the transition process. Provide comprehensive training to ensure that all users are comfortable with the new system. This supports smooth adoption and reduces resistance to change.

5

Monitor and Optimize:
Continuously monitor the performance of the new technology and gather feedback from users. Use this feedback to make necessary adjustments and optimizations. Regularly review the integration with staffing vendors to ensure that the system meets all operational requirements.

Client Success Story
Streamlining Workforce Strategies and Driving Cost Savings with WorkWise

A renowned not-for-profit healthcare provider serving central, south-central, and northeastern Pennsylvania, implemented a new VMS platform from the WorkWise technology suite to reimagine its staffing and workforce strategies. With a network encompassing 10+ hospitals and more than 100 care sites, the organization needed an optimized staffing strategy with reliable access to a large number of qualified clinicians to ensure both financial efficiency and workforce excellence.

Challenges

While the organization has an incredible reputation for quality and innovation, they faced significant workforce challenges. These included inefficient float pool operations, excessive contingent labor costs, and struggles with attracting and retaining top talent while optimizing non-clinical roles. Limited visibility into data hindered cost control and traveler management, while gaps in the talent pipeline for specialized roles disrupted demand fulfillment. Additionally, a lack of integration between the float pool and contingent staffing programs further reduced overall efficiency.

Solutions

To address these challenges, the organization partnered with us to implement technologies from the WorkWise suite and supporting technologies. Key initiatives included:

- ☑ **Upgraded VMS Technology:** The new platform integrated self-service tools, eliminating reliance on spreadsheets to manage their internal agency.

- ☑ **Comprehensive Workforce Management:** Combined contingent and float pool management within one solution, improving operations and control.

- ☑ **Market Insights for Cost Containment:** Advanced data tools provided transparency to drive informed decisions.

- ☑ **Innovative Technology Solutions:** The highest-rated clinician app enhanced workforce efficiency with features like AI matching, self-service, and credentialing.

Outcomes

By reimagining its workforce strategy with WorkWise, the healthcare provider achieved substantial improvements:

76%

Drop in average RN travelers on assignment through improved resource allocation.

86%

Fill rate, with 135 total positions filled in the most recent quarter.

81%

Reduction in nursing spend from 2023 to 2024.

19.5%

Reduction in average bill rates.

GROWING THE INTERNAL FLOAT POOL

Reduced reliance on external staffing by growing the Internal Float Pool, leading to fewer inpatient RN positions required.

Conclusion

Choosing a flexible workforce technology is essential for healthcare organizations to efficiently manage their staffing needs and ensure high-quality patient care. By considering integration capabilities, predictive analytics, user-friendly interfaces, and compliance, organizations can select a technology that adapts to their unique requirements, managing all labor pools within their workforce—from core staff and float pool to per diem and contingent labor. Additionally, prioritizing data security through SOC 2 Type II certification provides peace of mind and ensures that sensitive information is protected.

Healthcare organizations who invest in flexible and secure workforce technology will be better equipped to navigate the complexities of staffing and deliver exceptional care to their patients. Transitioning to a new technology while retaining current staffing programs and vendors is achievable with careful planning, stakeholder engagement, and continuous optimization.

> We've had the privilege of working with AMN to leverage existing technology specifically ShiftWise and Passport. We've identified both platforms as key to not only growing our program, but also gaining clear metrics and robust reporting tools that will support us as we continue to build.
>
> **Derek Godino,** Senior Director of Nursing, Geisinger Health

If you would like to learn more or schedule a demo of our technology, WorkWise, contact us. Our team of experts is here to help you navigate the complexities and ensure you get the best possible solution for your organization.

CONTACT US

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