



## CASE STUDY

# A unique solution for a remote location



## The Challenge

For a large healthcare system in a distant U.S. state, geography leads to unique challenges when faced with staffing shortages. Traditional travel staffing solutions are particularly unsustainable for the client.



## The Prolink Solution

Prolink developed a statewide float pool to send clinicians into facilities across the state and quickly adapted to evolving needs. Prolink also coordinated travel for clinicians and established a local office to provide in-person support to the client and our talent on site.



## The Results

Prolink has successfully provided over 4,600 high-quality clinicians throughout the state, supporting their critical healthcare infrastructure. To further strengthen the system and deliver cost savings, Prolink is developing an innovative Internal Resource Pool that works seamlessly with their current technology.

## Partnership Details

To help relieve staffing shortages at the height of the Covid-19 pandemic, Prolink and the client began their partnership in August 2020 with the deployment of 310 RNs, LPNs, MDs, RRTs, and radiology technicians across 9 different hospital and skilled nursing systems statewide.

**To date, Prolink has supplied 2,418 unique talent and 4,687 total placements to the client, including 874 placements in three months during the Delta variant spike and 694 placements over two months in response to the Omicron variant.**

Prolink's clinical leadership team partnered with CEOs and CNOs across the system to develop an ongoing workflow, which provided clinicians with the right experience and acuity in patient population to meet demand, successfully expand bed capacity, and adapt to higher acuity during the surge.

Because of Prolink's success with our initial deployments, the client extended its contract beyond the initial need. Prolink currently serves 10 major hospital and skilled nursing systems within the larger system. Ongoing efforts include arranging transportation and housing for talent, which requires a significant logistical effort across multiple time zones. In addition, Prolink works closely with the State Department of Health to ensure thorough, accurate requisition descriptions, allowing the selection of ideal talent for their needs to minimize attrition and costs.

### SKILLSETS INCLUDED

- Ambulatory RN
- Case Manager
- Clinic RN
- CT Tech
- Dialysis
- ED Tech
- Hemodialysis RN
- ICU
- ICU Cardiac
- Infusion
- L&D
- Lab Assistant
- LPN
- MS
- NICU
- Pediatrics
- PCU
- PACU
- PICU
- Psych RN
- Psych Tech
- Rad Tech
- RRT
- SPD Tech
- Tele

2418

Unique Talent

4687

Total Placements

### COVID RESPONSE

874

Placements in 3 months during Delta variant spike

694

Placements in 2 months during Omicron variant spike

## Workforce Solution Details

Prolink initially signed on to work with the client through a statewide registry that operated under a VMS; however, this arrangement was not delivering the clinicians needed to meet healthcare demands. Because of Prolink's successful performance under an initial crisis contract, the client chose to expand the partnership and implement Prolink's Total Workforce Solution.

One of the tools Prolink implemented to promote stabilization of the health system is a statewide float pool. This innovative float pool allows nurses the flexibility to move not only between hospitals, but also to facilities within different healthcare systems under the larger system's umbrella. This "just in time" solution allows Prolink to send nurses to where the need is greatest with minimal delays.

Prolink now serves as the client's primary staffing vendor and continues to deliver a successful program for this large and geographically unique organization. Because of our success in providing high-quality clinicians on demand – which requires significant coordination and logistical operations – Prolink now provides traditional staffing services to the client and has established a local office that ensures immediate, in-person support.

**The IRP solution  
delivers up to a 20%  
cost savings over  
utilizing travelers  
and 13% cost  
savings over using  
permanent staff.**



## Prolink Workforce Solution Case Study

In addition, Prolink is in the process of establishing a statewide Internal Resources Pool (IRP), which is the first of its kind. The IRP leverages “gig economy” workers to fill per diem shifts at the lowest possible rate. This service will provide the client with the ability to manage and deploy their own “internal agency” in conjunction with outside agencies to ensure the most cost-effective resource is utilized for each need, therefore driving millions in savings. The IRP technology interfaces with the employee management technology, allowing seamless transition between technologies for needs not filled by the IRP employees.

When Prolink and the client presented the IRP solution for the state, a majority of healthcare system leaders expressed concern over various obstacles that could arise. To thoroughly identify and address all potential barriers to success, we formed a Steering Committee consisting of leaders from five hospital systems and four LTC systems, along with Prolink executives.

The steering committee first identified all possible constraints to implementing an IRP across multiple healthcare systems.

### These constraints included the following logistical issues:

- Risk of losing full-time staff to the IRP
- Difficulty of tracking compliance across multiple facilities
- Difficulty of covering orientation needs of multiple facilities
- Performance management across multiple facilities
- Badging and provisioning
- Candidate screening and assignment
- Payroll and timekeeping processes and procedures
- Union compliance

Our team then formed subcommittees who met to formulate solutions to each constraint. After developing solutions, the entire Steering Committee met again to review and approve the plan for moving forward. Within four months, the Steering Committee effectively resolved the leaders’ concerns of utilizing an IRP, and Prolink intends to implement this first-of-its-kind statewide solution in early 2024.





## About Us

Prolink is a premier workforce solutions organization, fulfilling comprehensive staffing, technology, culture, data, and talent experience needs throughout the United States. Founded in 2011, Prolink is built upon a foundation of trusted relationships with our clients, talent, and internal team; together, this is the Prolink Family. We strive to be the vehicle that drives every member to succeed personally, professionally, and financially.

Simply put, Prolink connects work and workers in meaningful ways across multiple industries and skillsets. We have earned a reputation as a forward-thinking and responsive partner that delivers the highest quality, customized workforce solutions, thanks to our expert industry knowledge, direct and transparent communication, and commitment to meeting client goals and needs. Our purpose is to bring your legacy to life, and we promise to be your solution to get there.