

In Their Own Words: MSN's OneSource Clients Discuss Their VMS Solutions

MSN's OneSource™ is an end-to-end Vendor Management System (VMS) solution that combines VMS technology with professional healthcare contingent staffing services.

This paper features a Q&A with Heidi Krasner RN, MS of Evanston Northwestern Healthcare, Highland Park Hospital, Highland Park, Illinois, in which she discusses her organization's success using MSN's total VMS solution. Ms. Krasner serves as the hospital's clinical nurse manager, staffing office/resource team/vascular access team.

Q: How has implementing your MSN VMS solution affected your billing and agency rates?

A: A VMS simplifies billing. We receive one bill for all agencies and all at the same rate.

Q: Where else have you experienced significant savings?

A: Our VMS provider maintains complete files for all participating agencies, conducts the pre-orientation process, and confirms clearances and certifications for contingent workers. This saves the hospital's staffing office countless hours of paperwork.

Q: Has your VMS enabled you to streamline your contingent staffing process?

A: From a staffing office perspective, our VMS with outsourced services provides us with a single point of contact for placing and revising orders. Instead of calling multiple agencies to place orders and recontacting them as orders are filled, we place just one call to our account manager and the service takes responsibility for the rest.

Q: What staffing categories do you manage with OneSource?

A: We've used our VMS for contingent staffing of travel and per diem nurses, patient care technicians, unit secretaries, OR techs, central supply and physical therapy needs. All with positive results.

OneSource, the most recognized name in Vendor Management Services, gives you more control over your staffing process. Providing you with a single point of contact for all of your contract needs, OneSource combines management services with leading edge technology resulting in higher fill rates and lower turnover. OneSource uses best practices that will:

- Minimize the hours that supervisors spend on staffing
- Consolidate billing
- Manage all subcontractor's credentialing, screening, testing, hiring, scheduling, evaluations, and record-keeping
- Create easy to use data, financial reporting and budgetary projections
- Provide a clearer picture of staffing needs, activities and costs associated with temporary staffing
- Improve overall patient care





Q: What is the benefit to having local staffing agency support?

A: We have a single primary point of contact and a back-up person with our VMS, as well as a person assigned to manage staff orientation and help us when we want to make changes in materials. They all work in a local office and are very familiar with our hospital. This is an advantage because we can meet in person on a regular basis to do things like quickly make changes to our orientation process, and just to make sure we're always on the same page. Local support also means that if we do have a problem, it's addressed quickly by someone we know.

Current users of OneSource VMS remark how transparent the relationship is amongst their own internal staff. During one client's quest for Magnet Recognition, program appraisers couldn't distinguish between in-house staff and OneSource's staffed healthcare professionals. Another client remarked, "It is not the technology; it is the people providing the services that make the difference."

Q: Does outsourcing your staffing needs diminish your control of the process?

A: Although our VMS includes outsourcing our contingent staffing needs, we have complete control of the process.

OneSource is a proven solution with more than 10 years in the industry that is scalable to any size facility. Many hospitals across the nation have chosen OneSource as their VMS. In fact, this staffing model has received national recognition from The Advisory Board in Washington, DC. Medical Staffing Network has also earned the Joint Commission's Gold Seal of Approval.

Q: How important is Joint Commission staffing agency certification?

A: I really like that the agency that provides our VMS is certified by the Joint Commission. Not every agency chooses to go that route. Certification gives us confidence that there's a certain level of standards in use. That's important.



MSN COMPANY PROFILE

- 40,000+ healthcare professionals
- 7,500+ clients
- 100+ government clients
- MSN's OneSource Vendor Management Service
- 100+ local offices serving the entire US
- Travel Division consisting of 3 national travel offices serving entire US

- Commitment to excellence in customer service
 - Joint Commission Health Care Staffing Services Certification
 - 30 years of staffing experience
 - Founded and built by Healthcare Professionals
 - Single source for all staffing needs
- Nursing, Allied, Pharmacy, Anesthesia, Clinical Research*



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