All Member Webinar: "All things agency"

March 9, 2022

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Staffing agency drivers

- Demographic shifts
- COVID accelerated trends
- Economic changes
  - "Gig economy"
  - Flexibility & control
- Shift in power dynamic

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Meanwhile…

- Staffing measures added to five-star in July 2022:
  - Weekend staffing
    - RN
    - RN, LPN, CNA
  - Turnover
    - Percent RNs leaving facility in one year
    - Percent of total nursing staff leaving facility in one year
    - Number of administrators that leave the facility in past year

- Biden Administration plan
  - One-year study of staffing ratios
  - Implement staffing ratios

HB466: Nurse staffing agencies

- "Health care personnel": any licensed health care professional or unlicensed health care personnel who provides care, support, or services directly to patients.

- "Health care provider": hospitals, nursing homes, residential care facilities, home health agencies, hospice care programs, residential facilities, 4 community addiction services providers, community mental health services providers, and Medicaid providers of waiver services.

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HB466: Exclusions

- Excludes:
  - (1) individuals who provide their own services to health care providers as temporary employees or contractors,
  - (2) persons who provide health care staffing on an occasional or periodic basis only,
  - (3) government entities, and
  - (4) professional associations of licensed individuals.

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HB466: registration

- Requires registration ($2,000)
  - Transparency in ownership
  - Policies & procedures
  - Not previously revoked
  - Annual renewal

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HB466: employee requirements

- Criminal records checks

- Employ as employees

- Documentation of:
  - Training, licensing, etc.
  - CBCs
  - Health requirements

- Prohibits recruiting

- Professional liability insurance ($1M)

- Worker's compensation

- Surety bond ($100k)

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HB466: Cap on charges

- Not more than 120% of the median hourly wage for peer group, derived from cost reports
  - ODM may determine median hourly wage for positions not derived from cost report
  - Payments must include administrative fees, contract fees
  - May charge 10% more for infectious disease in declared PHE
- Other requirements:
  - Complaint system
  - $1,000 fine per day of offense
  - Charged 200% of any overcharges

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HB466: What's next

- Opponent testimony this week: Ohio Nurses Association, staffing agencies & interests, business interests

- Election year & lame duck

- LeadingAge Ohio's position

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We want to hear from you.

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Workforce Staffing Solutions
Control Costs and Improve Quality

What is an MSP?

Managed service provider (MSP) is a customized workforce staffing solution that helps source and manage the staffing needs of a facility through one consolidated process. An MSP is a cost-effective partner to healthcare organizations that face staffing challenges; work shortages, fluctuating staffing needs, rising worker costs, rising attrition rates, compliance risks or an EMR/EHR conversion.

MSP benefits:

- Dedicated Industry expert as your partner
- Streamlined, simple and efficient workforce staffing processes
- Increased visibility and transparency
- Supplier management and oversight
  - Consolidate contracts into one master agreement
  - Improve fill, retention rates
  - Eliminate inflated bill rates
- Quality measurement
  - Recruit and onboard quality candidates
  - Reduced risk
  - Regular reporting
- Data to help drive future planning

What is a VMS?

A vendor management system (VMS) is a web-based technology that helps the MSP to manage and procure a healthcare organization's entire workforce hiring needs in one easy to use solution.

VMS Benefits:

- One singular system of record
- Order distribution and candidate submittal process
- Consolidated invoicing/payment
- Detailed reporting capabilities
- Transparency to ensure the healthcare organization only engages eligible talent with the certifications and other qualifications required
- Transparency into staffing agencies bill rates

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MSP Model
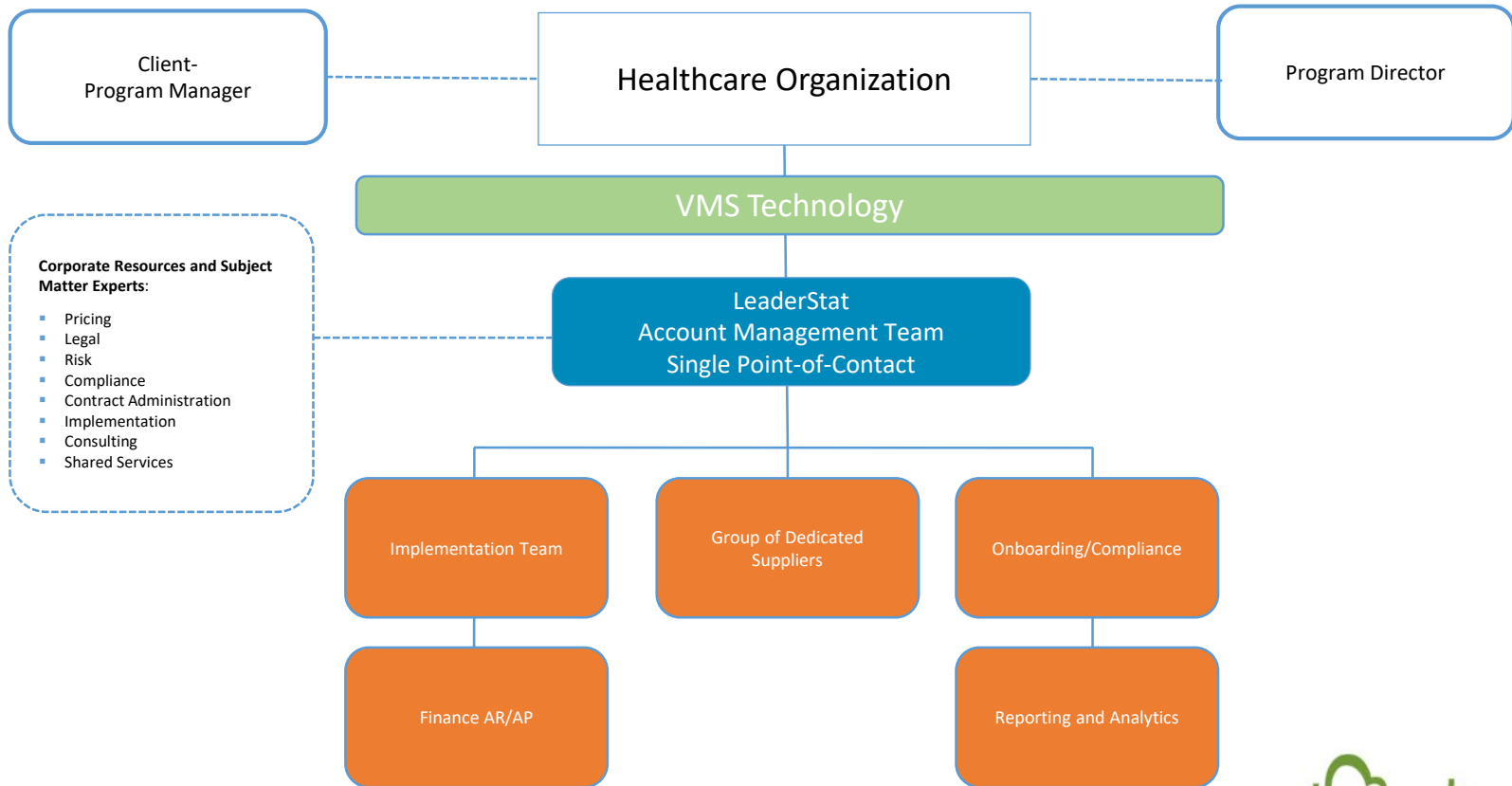
Why LeadingAge Should Develop an MSP Program with LeaderStat?

- Post-Acute Centric – most MSP/VMS programs are acute care focused and they do not understand the special challenges and workforce issues in our sector

- Simplify and streamline the fulfillment and invoicing process

- Access to real-time reporting that helps the association, and its members make informed decisions about its workforce planning

- Consistent standards for quality, compliance, and best practices

- Standardized pricing

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Questions?