

# COVID - 19

## A Lesson in Responsive, Prepared Healthcare

By Greg Allen - Operating Director Convergence Services Group

Travel nursing agencies, healthcare consultants, and financial advisors have long preached the value of a scalable healthcare workforce that could adjust to a facility's varying census needs. All have argued that possessing such a workforce provides correct patient to caregiver ratios - critical to patient outcomes and in reducing clinician stress - while helping healthcare facilities manage their most costly expense - labor.

Quickly generating the appropriate volume of staff in a moment's notice has become extremely important during these uncharted times, as we have seen with the outbreak of COVID - 19. Now that the healthcare industry has a first-hand account of how a pandemic can change routine patient care in a matter of days, dispelling the value of travel nursing or flexible staffing programs is nearly impossible.

The ability to secure well trained clinical talent quickly who is also mentally competent to handle a crisis event is now proven to be paramount to the success of our nation's healthcare delivery. Enter the experienced contingent healthcare professional. Accustomed to and trained to flow into their facility seamlessly is a way of life for the contingent healthcare professional. Experts in change, a prepared contingent professional can provide critical care in the first hour of arrival, expecting from the start to outperform those around them.

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A healthcare facility's own flexible staffing program is key to its ability to provide needed contingent staff as patient numbers fluctuate. A dynamic, customized system will allow the facility to secure and deploy talent that they would not otherwise have had access to including: those with multiple skill sets and experience levels, professionals with time constraints who can't work a "traditional" schedule, previous employees, and multiple generations. A successful internal flexible staffing system also gives a facility an additional tool for retention of trained and committed staff by providing valued core employees well trained back-up and viable options to stay engaged.

As we adjust to the GIG Economy and employees' needs for more flexible employment opportunities, affordable and proven options are newly available. Health care systems can abandon their traditional (and unsuccessful) float pools and assemble a modern, responsive, and sustainable internal Flexible Staffing Workforce. **Mobius**, offered by **Convergence Services Group**, is one such option.

Moving forward, we hope to see hospitals, managed service providers, agencies, and consultants collaborate more effectively to create mutually beneficial methods and sustainable incentives to attract and match available clinical talent to meet the needs of the greater good. Our lesson learned from this pandemic reminds us that regardless of a facility's size, location, profits, margins, equipment, or technology, what remains constant is that our most valuable assets are our caregivers.



Greg Allen is Operating Director of Convergence Services Group - a talent advisory firm for the healthcare industry. To learn more about Convergence and to read customer testimonials, visit their website at [ConvergenceServicesGroup.com](http://ConvergenceServicesGroup.com).

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