

How a Top Healthcare Staffing Agency Rapidly Scaled While Reducing Costs with Vault

A top national, Joint Commission-certified healthcare staffing agency focuses on staffing travel positions for RNs and allied health professionals as well as healthcare executive roles. Operating in 47 states, the agency provides outside support to acute, nonacute, subacute facilities that need healthcare staff but don't need the overhead costs that come with full-time employees. Healthcare staffing is an intricate industry, requiring agencies to balance many compliance requirements, which can vary from state to state and facility to facility.

The Problem

The agency pays for all requirements that need to be in place before a clinician can get started on the job. Those requirements can include medical requirements like drug screens, respiratory fit testing, immunizations, and physicals, as well as preemployment HR and onboarding requirements like background checks.

The agency is constantly under pressure to make sure travel clinicians meet their contractually mandated start dates. Speed and turnaround time for these tests and requirements is of paramount importance. Since the agency has a national reach and high volume, with orders for many services within each clinician's file, details can slow things down significantly.

Bringing down turnaround time was a major challenge and area of focus for the agency. Operational delays resulted from agency staff having to handle the hundreds of little details that go into each file, from manual data entry to calling clinics for follow up, to manually uploading supporting documents to the file.

Containing costs was another big concern for the agency. For a clinician who needs a complete screening package done, it can cost the agency \$1,200 to \$1,500 up front. If that clinician misses a start date because of screening-related delays, the agency has no way to recover those costs.

As the agency grew, it became clear that it needed a third-party vendor to handle the administrative and data work, so the agency's internal team could focus on the overall quality and completeness of each file.

The Solution

The agency was impressed by Vault's healthcare staffing experience and the breadth of Vault Health Workforce Screening's relationships within its national clinic network. In 2018, the agency began to partner with Vault to locate, verify, and set up each clinician for the clinic visit. Vault streamlined a formerly manual process by automating setup tasks and prepopulating data fields.

As the agency grew, its partnership with Vault grew as well. Vault consistently introduced services and supports that made the agency's job easier, such as providing a dedicated customer support team in the Pacific Time Zone, where the agency is headquartered.

On the administrative side, Vault handles rebilling and clinic follow-ups, checking to make sure all tests can and are done as scheduled. Those small administrative tasks have had a huge impact on the agency's efficiency and communication, lowering overall internal overhead.

Now, the agency doesn't need to have a huge administrative team following up on orders, sourcing new clinics, educating clinics on invoicing procedures, handling shipping for mask fittings, and ensuring proper chain of custody for drug tests. Vault handles it all, alleviating multiple pain points for the agency and freeing up staff time, enabling the agency to grow.

The Results

And grow it has – the agency has been able to scale 300 percent as a result of its partnership with Vault. Vault Health Workforce Screening's data automation for clinic visits transformed a process that formerly took 20 minutes to an hour into just five to 10 minutes for agency staff.

At the same time, the agency has saved money. Vault has saved emerald 6 percent in overhead in screening reimbursements and manpower. Previously, some clinicians would arrange their own screening, and the agency would reimburse them. Now, it's more efficient for clinicians to use Vault. Instead of costing the agency \$1,200 to \$1,500, screening with Vault costs an average of \$800 to \$900, depending on the state in which the clinic is located.

The agency's partnership with Vault has saved time as well. The agency's internal team no longer has to spend time on verifications or follow-up calls. The agency can be confident that when it sets up a clinician for screening, the clinician will be able to walk into the clinic with no issues and complete all the requirements they need.

The agency has continued to grow its partnership with Vault Health Workforce Screening. Between October 2018 and 2019, the agency set up about 900 clinic visits with Vault. From October 2021 to 2022, that figure was close to 3,000 – a 224-percent increase attributable to Vault alone.

With Vault Health Workforce Screening, this healthcare staffing agency is able to boost efficiency and alleviate pressure from the internal team, setting the agency up for future gains.