

The University of Wisconsin invested in electronic medical records because they knew it could help them improve patient safety and the quality of care they deliver. To implement the EMR technology, it took an enormous and integrated team effort. Having Cross Country Staffing as part of their team was instrumental. Especially because Cross Country was able to staff so many professionals who already had a working knowledge of the technology platform. This same team effort and commitment to patient safety will continue to help them fully realize all the benefits that an electronic medical record supports.

Client

University of Wisconsin Hospital and Clinics is a 493-bed facility that ranks among the finest academic medical centers in the United States. Frequently cited in publications listing the nation's best healthcare providers, UW Hospital and Clinics is recognized as a national leader in fields such as cancer treatment, pediatrics, ophthalmology, surgical specialties and organ transplantation.

Challenge

Recruit, hire, and on-board sufficient supplemental staff to fill 40-50 staffing assignments. Backfill a variety of permanent staff positions that were left vacant while EMR training was in session. Do this with a flexible and customized temporary staffing model — with contracts ranging from 2 weeks to as long as 14 weeks.

Solution

The University of Wisconsin Hospital engaged Cross Country Staffing (CCS) through a Primary Provider partnership, which included Interview Services (IVS), to deliver skilled temporary healthcare professionals in a wide range of specialties during its EMR implementation. CCS supplied all contract clinicians and assumed all responsibilities associated with staffing for the backfill project, including:

- Recruitment
- Assessment
- Interview
- Human Resource Screening
- Medical Screening
- Orientation and On-Boarding

Outcome

Over a month-long period (with only 3 weeks of lead-time), Cross Country Staffing was able to fill 40-50 staffing assignments. We supplied highly skilled healthcare professionals in a wide range of specialties to fill staffing vacancies created by the EMR training. Furthermore, as an additional incentive to the facility during this period, many of the temporary healthcare professionals we provided already had experience with the EPIC EMR technology platform the University of Wisconsin Hospital was implementing. As a result of the partnership with Cross Country, throughout the facility's phased-in implementation of their EMR technology, the requirement to provide patients with quality care was never compromised.

Contact Us

To find out how Cross Country Staffing can assist you with your EMR implementation process, contact us today.

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