



A Guide to Selecting the Right Healthcare Staffing Partner

A Practical Guide to Evaluating Healthcare Staffing Agencies

Qualified healthcare professionals are highly sought after across the United States. Working with a trusted healthcare staffing partner is one of the most convenient and cost-effective ways to ensure healthcare facilities are fully staffed.

Choosing the best healthcare staffing agency for your facility does not need to be difficult. Use the steps in this guide to ensure you select the most suitable partner for your team.



What is a Healthcare Staffing Agency and Why are they Important?



Healthcare staffing agencies connect employers in the medical sector with potential employees who may be a good fit for their open positions. **Agencies help to fill vacancies in a range of different healthcare settings.** These can include hospitals, nursing homes, assisted living facilities, private clinics, and even in people's homes providing home healthcare services.

Staffing agencies work by establishing relationships with healthcare providers. They learn about their current and general staffing needs to understand what their personnel requirements are. Facilities may have regular vacancies or struggle with vacancies that are particularly hard to fill. Based on this information, **healthcare staffing agencies will then select the right candidates to support a facility's permanent team.**

To fill vacancies for their clients, staffing agencies often use one of two approaches. They may proactively headhunt candidates or draw candidates from their current database to fill specific vacancies. **Healthcare staffing agencies build and maintain large databases or networks of medical professionals that are ready to find work.** Building these relationships with professionals in different areas and learning about their career goals helps them to make better matches for the employer and potential employee.

Agency staff spends time screening and vetting candidates, checking credentials, and determining which candidate would be a great fit for each vacancy. In some cases, they even contribute to the interview and selection process, minimizing the workload for healthcare facilities' in-house HR teams.

Working with a staffing agency has numerous benefits for medical professionals as well.

They have the opportunity to work in different environments and across different specialties. Many medical professionals enjoy the flexibility of shorter work contracts and the opportunity to travel between assignments. Additionally, it can decrease the rate of burnout and keep qualified professionals in the healthcare field longer.

Considering all of the benefits for employers and employees, **choosing to work with a healthcare agency will help minimize staffing shortages**, allowing your facility to continuously deliver the high level of care your patients or residents deserve.

General vs Niche Staffing Services



Healthcare staffing agencies tend to fall into two categories. Some offer general staffing services while others cater to specific niche staffing requirements only. The two types are not necessarily mutually exclusive. Many general staffing agencies can also provide specialized healthcare staff upon request.

Niche staffing services include a variety of different healthcare professionals to fill roles such as:

- ♥ Travel nursing: travel nurses are sought after in all nursing specialties. They may change location in between contracts, and some travel to different states. Many travel nursing contracts last for 13 weeks, but some can be extended. Travel nurses are a critical component to avoiding staffing shortfalls as they come prepared to work and can fill a variety of positions.
- ♥ Strike nursing: strike nursing agencies help your facility maintain high levels of care during labor disputes. When there is the danger of a dispute occurring that could result in a strike, strike nurses often travel to the facility in question ahead of time to ensure there are no gaps in the delivery of care.
- ♥ Locum tenens staffing: locum tenens nurses and doctors cover planned absences of healthcare professionals. They are often hired to provide consistency of care during a person's maternity leave or other planned absence.
- ♥ Assisted living facilities or hospice nursing: other niche staffing services provide medical professionals for niche facilities, such as assisted living residences or hospices.

General vs Niche Staffing Services



Healthcare staffing agencies specialize in many different ways, including the geographic area they cover, the type of staff they work with, and the type of healthcare facility they are most suited to find staff for. This specialization allows the agencies to target niche clients but also limits the type and number of clients they can support



General healthcare staffing agencies supply highly qualified medical professionals to fill a wide variety of healthcare roles. These professionals can include home health aides, registered nurses, physician assistants, and even workers who can provide remote healthcare support. No matter what their need is, these agencies can fulfill them.

For many healthcare facilities, working with an agency offering a wide range of services works best as it gives them access to professionals with a variety of qualifications.



Factors to Consider Before Hiring Medical and Healthcare Staff



Hiring the right medical staff is critical to the future development of any healthcare facility. Human resources teams need to consider five key factors when they select a healthcare staffing agency to work with.

1 Core Expertise

The first question to ask of a potential staffing agency partner is whether the team has the core expertise your facility requires. Without it, the agency can simply not effectively meet your staffing needs. Core expertise requires both an understanding of the qualifications required to fill your vacancies and how to handle contracts with medical professionals.

2 Cutting Edge Technology

Ask your potential agency partner how they handle their business to gain an understanding of the technology they use. Gone are the days of stuffed Rolodexes on desks and people digging through piles of hard-copy business cards so you will want to make sure they are up-to-date with their current practices.

To ensure your healthcare staffing needs are met efficiently and cost-effectively, your agency needs to utilize powerful databases and platforms. Having access to this type of technology allows them to safely maintain information about a nationwide network of medical professionals. Additionally, you will also benefit from well-kept records detailing your specific needs and any special requirements. Cutting-edge technology facilitates great customer relationships and avoids any frustration related to processing delays and slow systems.

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3 Verification

Do not hesitate to check the agency's credentials and track record proving candidates in your specific field. This is an important way of verifying that they will be the right partner for you. If you are unsure or suspect any red flags, consider asking for a trial period. Another safeguard can include asking for a short-term contract to avoid a long-term commitment until you are sure they will be a good fit.

4 Service Excellence

Ask the agency about its commitment to delivering excellent service to its healthcare facility partners as well as the medical staff they are connecting you with. Service excellence is delivered in many ways and includes being accessible on short notice, being transparent about the vacancies the agency can fill, and being willing to work closely with healthcare facilities to understand their individual needs. In short, excellent service refers to service that is custom-tailored to you.

5 Reputation

Assess the reputation of your potential agency partner by checking online reviews or simply asking for references. Reputable agencies will be happy to put you in touch with other facilities to help you gain a better insight into their service delivery. Partnering with a reputable agency is essential to building a mutually beneficial, long-term relationship.

Advantages of Using a Healthcare Staffing Agency



Healthcare facilities of all kinds benefit from partnering with healthcare staffing agencies. Some of the main advantages include:

Save Time and Fill Vacancies Faster

Recruiting talent is a time-consuming process in all industries, and healthcare is no exception. HR teams are busy taking care of existing employees and do not have the time to take on additional roles. Filling vacancies across different departments may leave them stretched thin and cause delays in finding qualified candidates and hiring new employees.

Working with a healthcare staffing agency can help your facility save time by streamlining the recruitment and hiring process.

Healthcare staffing agencies build and maintain a wide network of medical professionals across different specialties and qualification levels. This is done to decrease the amount of time it takes to onboard new staff. As a client, you can access this network whenever you need to fill a vacancy.

A bonus is that staffing agencies can also headhunt specifically to fill vacancies, which leaves your in-house HR team with the time they need to focus on their other priorities.

Advantages of Using a Healthcare Staffing Agency



Save On Recruitment Costs

Recruitment processes can quickly become expensive for healthcare facilities. There are direct costs, such as advertising space, holding recruitment fairs, and exhibitions. But you also need to consider the costs of venue rental fees and advertising material. In addition, it is important to calculate the cost of staff time since, after all, your HR team can only be in one place at a time.

There is no guarantee that you will find the candidates needed to fill your vacancies. As the labor shortage continues to plague the healthcare sector, it can be difficult to find the people you need to maintain and deliver the quality-of-care patients deserve. Working with a proven staffing partner will help you limit recruitment expenses while maintaining fully staffed teams.

Gain Access to Specialized Experts

Working with a healthcare staffing agency allows your facility access to specialized experts who have the necessary medical skills to perform the job well. Reputable agencies curate a well-rounded portfolio of general and specialist healthcare providers.

This portfolio allows them to support you whether you simply need more registered nurses or are looking for someone with specialist training who can support patients with diabetes or provide wound care. You gain quick access to a wider talent pool that you otherwise may not find on your own.

Considerations When Using a Healthcare Staffing Agency



While there are important benefits to working with a healthcare staffing agency, there are also a few potential challenges to consider:

Integrating Additional Recruitment Flows

Working with an external agency means relinquishing some control over your recruitment process. That is why it is important to choose a trusted, proven partner. You may also wish to stay involved in the process to some degree but remember that reducing your HR team's workload is often one of the main reasons to hire an agency in the first place.

Managing Various Provider Contracts

Combining permanent teams and – often temporary – agency staff can mean you are integrating different contractual conditions. Agency staff may have agreed to different working hours and benefits than your permanent staff. This is something that department heads and administrators need to be aware of when scheduling meetings and determining work assignments.

Sustaining Workplace Culture

Medical professionals who work through agencies are used to moving from one healthcare facility to another every few weeks or months. While they are excellent at adapting to new circumstances, they may not fit into your workplace culture immediately. Existing staff may also be resentful of agency staff if they are receiving different pay or benefits.

FAQs on Healthcare Staffing Agencies



Do you still have some unanswered questions or need more information? Take a look at these frequently asked questions and find out more:

1. Does your agency provide staffing solutions to all healthcare facilities?

Yes, we work with a wide range of healthcare facilities. Our clients include hospitals, assisted living facilities, nursing homes, hospices, and more. Our team understands our clients' different requirements and is happy to work closely with your in-house HR team to provide the most suitable candidates.

2. Do you perform criminal background checks on employees before hiring them?

Yes., we perform criminal background checks on each employee. We also go the extra step and spend time verifying their qualifications, credentials, and work history. We pride ourselves on supplying candidates that match your requirements and help you fill vacancies quickly and cost-effectively. We understand that you want to deliver the highest-level quality of care and our candidates will help you achieve that goal.

3. Do you require your candidates to have certain skill sets?

Yes, we work with medical professionals who have different experience levels and skills. We also supply caregivers and healthcare professionals to a range of different business types. To ensure we offer our clients highly qualified staff, we offer additional training and can also assist them with earning applicable certifications. This gives you access to highly qualified staff and allows our candidates to advance their careers at the same time. It is one of the reasons why we have long-standing relationships with the medical professionals in our network as they appreciate the extra support and training we provide.

4. How does hiring a healthcare staffing agency benefit us?

Hiring a healthcare staffing agency has numerous benefits. Our team can help you fill vacancies, whether they are planned or on short notice. You have the peace of mind of being able to provide high-quality care to your patients and residents no matter what happens. In addition, partnering with a staffing agency can help you save time and money. Thanks to our nationwide network of healthcare professionals, you do not need to worry about lengthy recruitment processes. Working with us is also cost-effective, as we use cutting-edge technology throughout our business to streamline our process.

What Makes TrueCare24 Different from Other Healthcare Staffing Agencies?



When we started TrueCare24, we had one mission in mind: making high-quality care easily accessible to people and healthcare facilities across the country. Our success is built on seven pillars:

1 Focus on Your Specific Needs

Regardless of industry standards, no two healthcare facilities are the same and neither are their staffing requirements. We pride ourselves on taking the time to learn exactly what you and your facility need. This is how we build long-standing client relationships throughout the healthcare industry.

2 Providing Clear Timelines

Uncertainty is problematic in any profession, but if your facility struggles to fill nursing shifts, patient service levels can decline rapidly. We work closely with you throughout the process in an attempt to provide clear timelines for planning purposes and managing your staffing schedules.

3 Advanced Recruitment Processes

We have vetted 150,000+ healthcare professionals over the last 7 years - this experience has helped formulate a unique recruitment process that benefits both candidates and clients.

What Makes TrueCare24 Different from Other Healthcare Staffing Agencies?



4 Enhanced Matching

We take time to understand your staffing needs and apply the same attention to detail with each of our candidates. This helps us understand their career goals and match them with your facility if we think it will be a good fit. This process of enhanced matching eliminates wasted time that could occur from receiving under-qualified candidates.

5 Automation and Cutting-Edge Technology

Human resources and staffing are people businesses. While we are focused on making individual connections we use automation and technology to help us gain an edge over our competition. We use technology to better match clients and candidates in a shorter amount of time. This helps us make our process faster and more cost-efficient, without ever compromising on quality.

6 An Unparalleled Talent Pool

Our nationwide network of medical professionals is our most important tool. That is why we spend time understanding candidates' needs and their individual career goals. We maintain our talent pool by offering additional training and providing candidates with excellent professional opportunities. This ensures you have access to highquality professionals when you need them.

What Makes TrueCare24 Different from Other Healthcare Staffing Agencies?



7 Optimized Processes

We use data to optimize and support everything we do. This helps us accelerate our processes and deliver a better service to you.

Finding highly qualified healthcare staff right when you need them can be difficult. An ongoing labor shortage is making it difficult for healthcare facilities across the country to fill vacancies and maintain adequate staffing. Partnering with a reputable healthcare staffing agency is an excellent solution, now and in the future.

To learn more about healthcare staffing and how your facility can benefit from our optimized processes, [contact](https://tc24.co/staffing) our team today.

tc24.co/staffing

