



A contingent staffing program for the Members of Iroquois Healthcare Association

Iroquois Healthcare Association (IHA) is launching an Exclusive, Members-Only contingent staffing program “*Upstate Works*” which will benefit its members by giving them the ability to decrease reliance on high-cost traditional staffing agencies, thereby cutting costs, and providing the opportunity for greater staffing agency cost management.

Upstate Works will be branded and marketed by IHA. The program however will be managed in partnership with Healthcare Workforce Logistics (HWL), a third-party technology and management services provider that specializes in providing contingent workforce management solutions. This partnership provides IHA members with all of the benefits of having their own temporary staffing program, but without having to build an organization necessary to support the many required components of such an operation. This partnership with HWL will provide W2 employment to contingent staff through a third-party Employer of Record (EOR) at a standard markup which is 10-20% lower than traditional agency bill rates.

FAQs

Q: How will we find staff to apply for assignments with Upstate Works?

A: HWL will develop a landing page to attract candidates seeking temporary assignments. The landing page will be promoted by both IHA and HWL, and externally through extensive recruitment marketing efforts to publicize IHA having its own staffing program.

Word of mouth is one of the most powerful recruitment and marketing tools. Managers can also share the landing page URL links with former travelers.

Additionally, HWL’s technology portal allows each member’s postings to appear on social media platforms familiar to travelers. This includes popular websites where agencies post their open positions: <https://www.wanderly.us/>.

While the primary goal is to fill all open orders through Upstate Works, overflow positions may be sourced as needed through HWL’s platform to traditional agencies as a Tier II option at market negotiated rates that result in savings.

Q: How does this staffing program benefit IHA members?

A: Members will now have the ability to directly source temporary staff, and bring them through the program at a lower cost than traditional agencies. In addition, through our partnership with HWL, members will have access to HWL’s proprietary market intelligence for travelers nationally, regionally, and locally. This intelligence gives members the knowledge, and ability, to determine competitive compensation to attract temporary staff, while also saving money through lower bill rates. Optimizing member spend through HWL gives IHA, and its members, greater visibility into contingent labor utilization across the region, and amongst the member communities.



Q: How can I ensure that my core staff are not going to take a position through Upstate Works either at my facility, or at another member facility?

A: Per contract language:

Staff shall not be placed at any Association member facility that is within 100 driving miles of any other Association member facility that currently employs, or has employed, such staff, within the past twelve (12) months.

Q: Will there be any additional work that I have to do when bringing on temporary staff?

A: No. The current process utilized to onboard agency staff will remain largely the same. This is inclusive of a designated account manager, credentialing specialist, and clinical support.

Q: What will happen to our contracts with staffing agencies?

A: Members will have discretion as to how they'd like to utilize current staffing agency contracts. The ultimate goal would be to fill as many, if not all, positions through Upstate Works, in order to achieve maximum savings. The positive financial impact for IHA members as a whole is significant.

Q: Are other healthcare systems developing their own contingent staff programs?

A: Yes, this is a nationwide trend to address not only the shortage of staff, but also to combat the high price of traditional staffing agency markup. Below is a link to an article in Modern Healthcare that details other systems that are taking this approach.

['Hospitals Eye In-House Staffing Agencies to Combat Nursing Shortages' Modern Healthcare](#)

Q. Would past working contingent staff be eligible to come to us through our program?

A: Yes. In fact, we strongly encourage returning temporary staff to come through Upstate Works. They may go straight to the landing page to fill out a brief application form. If you'd prefer to share the travelers' information with our HR department, HR can also direct them to the website.

Q. Is there a cost to participate in the program?

A: No. There is no cost to IHA, or its members, to participate. The member facility approved hourly bill rate is all inclusive.

Q: If interested in learning more, who should I contact?

A: Lauren Ford, Senior Director, Data Analytics and Strategy at IHA lford@iroquois.org or 518-348-7440.