

2 KEYS TO MANAGED SERVICES PROGRAM SUCCESS

Solution Design & Implementation





The point of Solution Design is to develop an understanding of how to get the talent of our clients to have a bigger reach to their population of patients.

Will Morse,
Vice President of Solution Design

The crucial importance of effectively managing talent requires organizations make informed and balanced decisions about solutions that address their immediate workforce needs while also aligning with their long-term goals.

Actively engaging in a solution design process and conducting a thoroughly planned implementation utilizing sound change management protocols will help ensure buy-in, adoption, and success of a strategic initiative such as a managed services program.

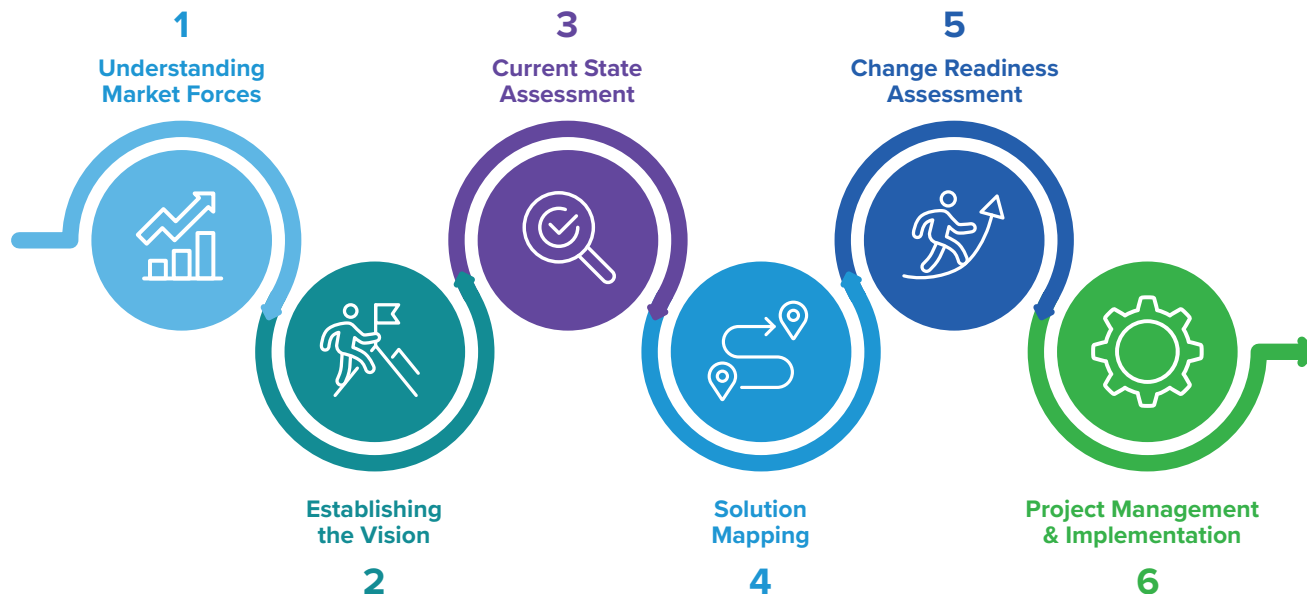
This eBook walks you through the concepts of our solution design and implementation process.

Solution Design Explained

Solution Design at AMN Healthcare is a proprietary, six-step process in which we collaborate with healthcare organizations to navigate their strategic talent journey by:

- **Providing useful market insights**
- **Facilitating the development of an enterprise workforce planning and management vision**
- **Identifying current state talent challenges and opportunities**
- **Aligning solutions to accelerate achieving talent initiatives**
- **Architecting a process and plan that brings talent strategy to life**

The Six Steps of Solution Design



1 Understanding Market Forces

Providing insights and validating the market dynamics affecting clinical and non-clinical hiring and retention of core and contingent labor.

2 Establishing the Vision

Engaging with health system leaders and key stakeholders to collectively identify desired outcomes, best practices, and potential investments in strategic labor management.

3 Current State Assessment

Analyzing and exploring the organization's greatest challenges and identifying opportunities for optimization through technology, automation, standardization, and consolidation of critical staffing and workforce management functions.

4 Solution Mapping

Conducting a self-assessment of the organization's degree of resources, expertise, and desire to internally manage key components of their current and future talent program.

5 Change Readiness Assessment

Helping the leadership team understand the degree of change management needed to implement strategic talent initiatives.

6 Project Planning and Management

Providing the strategic talent solution architects and implementation managers to do all the "heavy lifting" for healthcare system project management, technology configuration, and administration.

Implementation: The Blueprint for Success & the Roadmap to Get There

Utilizing this Solution Design process, organizations can simplify complex problems, clearly identify steps to an agreed-upon goal, and understand their true starting point.

After Solution Design, the project shifts to implementation, but with our process, implementation is top-of-mind from the very beginning.

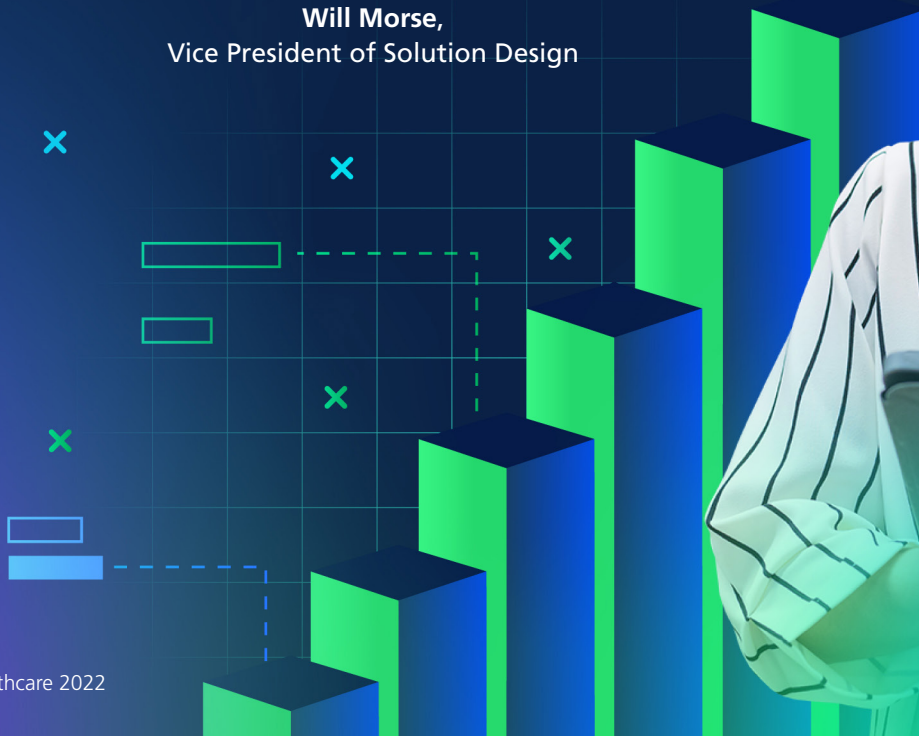
The implementation team is present during Solution Design, in the room and taking notes, and analyzing where we're seeing trends and themes.

As every healthcare system is unique, the implementation process should adapt to meet the needs of individual organizations. Being present from the start helps give our implementation team a deep understanding of the organization, the internal team, and insight into the challenges and goals.



Our Solution Design and Implementation process helps our clients take a holistic look at what they are really trying to solve, then gives them the confidence, backed by data, that they are making the right decisions and taking the right actions for their patients, team members, and organization.

Will Morse,
Vice President of Solution Design





When I think about implementation, it's consultative. We're learning about the client, we're learning about their culture, their aptitude for change, the problem they're trying to solve for – and ensuring that they are part of the solution.

**Amanda Valentino,
Senior Director of Implementation**

A successful implementation will begin by understanding the process and nuances of the last time the organization went through a change of similar magnitude. By understanding what worked for them culturally, e.g., face-to-face vs. virtual meetings, and what worked for their healthcare system in terms of managing the change, we can apply those successful tactics to other proven strategies.

After the future state workflow is determined the final stages of implementation commence. The team conducts an Implementation Health Check to assess the overall processes and make any required modifications after those processes are validated.

The team monitors the program weekly for reporting and to address any other identified needs. The implementation team continues to provide support through the operational transition to the Program Management Office (PMO) team, who provide ongoing, day-to-day oversight and is the source for contingent staffing needs after implementation.

For information on how our Managed Services Program can help your organization, please contact us at:
client.services@AMNHealthcare.com
or visit **AMNHealthcare.com/MSP**



It's incredibly important in the implementation to ensure continuity of care is addressed to guarantee that patients are not feeling the change of the new program when it comes to actual nurses at the bedside.

Amanda Valentino,
Senior Director of Implementation

