

## Rapid Response Staffing Support Center (RRSSC) Outcome Report

The Kansas Department of Health and Environment (KDHE) was awarded funds through the Epidemiology and Laboratory Capacity (ELC) Cooperative Agreement to assist with supporting long-term care facilities, and state licensed homes, with emergency, temporary staffing support during their response to SARS-CoV-2 outbreaks. KDHE contracted with KFMC Health Improvement Partners to manage this program and the Rapid Response Staffing Support Center (RRSSC) was developed to manage the intake and fulfillment of the staffing support requests.

KFMC partnered with Joint Commission certified agencies to ensure Kansas providers received high-quality, compliant, and reliable staffing solutions that prioritized resident safety and quality of care. This approach represented a strategic choice to align with industry best practices and standards, fostering confidence among residents, staff, and stakeholders alike.

Having Joint Commission certification for staffing agencies is crucial for healthcare organizations for several reasons:

- Certification ensures that the staffing agency meets rigorous standards for competence and professionalism in healthcare staffing. This includes verifying qualifications, credentials, and competence of staff, which directly impacts resident care quality.
- It ensures compliance with industry standards and regulations, reducing legal and regulatory risks. This includes adherence to laws governing staffing ratios, background checks, and training requirements.
- Certified staffing agencies prioritize resident safety by ensuring that healthcare providers are competent and properly trained. This reduces the likelihood of errors and enhances overall resident care outcomes.
- Certification enhances the reputation of healthcare facilities that use certified staffing agencies. It signifies a commitment to quality and resident safety, which can improve stakeholder confidence.
- Certified agencies are more likely to have efficient processes for recruiting, screening, and placing qualified staff. This can improve staffing stability, reduce turnover, and ensure continuity of care.
- The certification process encourages continuous improvement through regular audits and feedback, ensuring that staffing agencies are constantly striving to enhance their services and standards.

[2022 Health Care Staffing Services Review Process Guide \(jointcommission.org\)](https://www.jointcommission.org/2022-Health-Care-Staffing-Services-Review-Process-Guide)

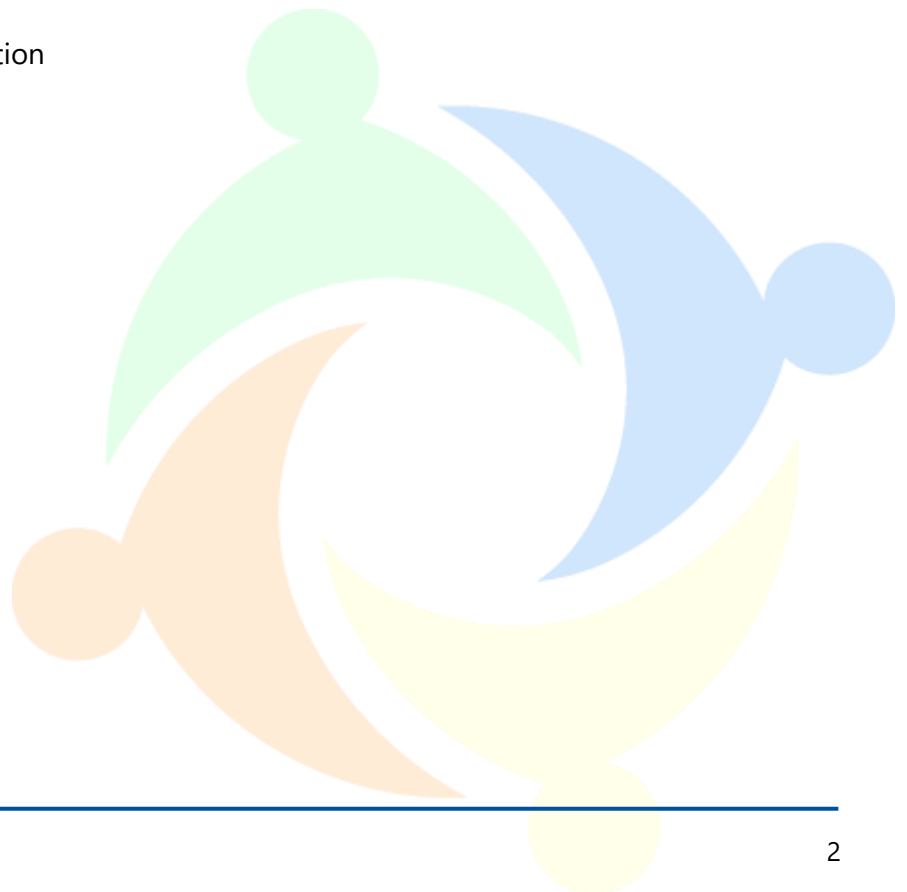
Filling staffing needs during COVID-19 presented several inherent challenges. The pandemic created a surge in demand for healthcare workers, especially in rural areas. This increased demand strained an already existing shortage leaving many providers without access to quality staff. Healthcare workers faced heightened health risks due to the nature of their work during a pandemic. Concerns about exposure to COVID-19 led some workers to reconsider or limit their availability. The prolonged and intense work hours, coupled with fear, led to increased levels of burnout and fatigue, further reducing the capacity of healthcare facilities to meet staffing needs.

KFMC quickly identified our provider needs were greater than our available program resources. To address the acute needs, KFMC entered into one-time agreements with non-partnered (non-accredited) agencies to fill provider staffing needs in areas where current resources were unavailable. For long-term success and sustainability, KFMC engaged four additional agencies to become partnered agencies. These agencies were strategically located in Western and Central Kansas and were willing to attain the JC staffing agency certification. KFMC worked with these agencies to conduct a thorough gap analysis to identify areas where current processes and practices may not meet JC standards. The agencies worked to create or revise policies and procedures that aligned with JC standards and implemented structured processes for continuous quality improvement. This included regular monitoring, evaluation, and revision of practices to ensure they met or exceeded professional and clinical standards and established mechanisms for collecting and analyzing data to identify opportunities for improvement.

In summary, KFMC's requirement that partnered agencies hold, or were actively working toward attaining, Joint Commission certification ensured high standards of competence, compliance with regulations, enhanced resident safety, and improved overall healthcare quality and efficiency.

#### Partnered Agencies

- Original Partners
  - Cascade
  - Favorites
  - ZACK Group
- New Partners who attained certification
  - CareStaf- April 2023
  - Central- December 2023
  - QS- March 2023
  - Trinity United- March 2024
- One-time, ad-hoc, partners
  - All Star Staffing
  - Interim Healthcare
  - Medflex Staffing Services
  - ShiftKey
  - TLC Advanced
  - Tri-State Resources
  - Walden Medical Staffing

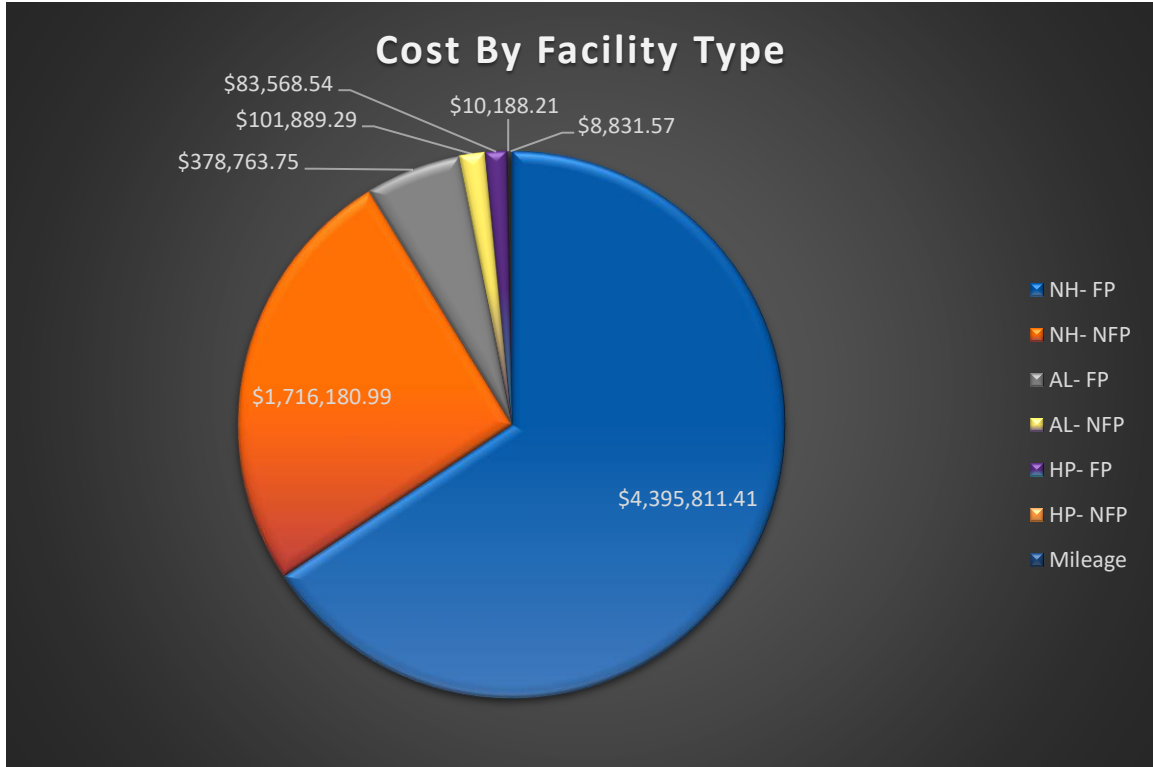


**Support Agreements**

- Total number of agreements generated- 348
  - Unique homes- 179
    - Nursing Homes
      - For Profit- 190 agreements generated for 89 unique homes
      - Not for Profit- 101 agreements generated for 52 unique homes.
    - Assisted Living
      - For Profit- 32 agreements generated for 22 unique homes
      - Not for Profit- 17 agreements generated for 11 unique homes.
    - Home Plus
      - For Profit- 6 agreements generated for 4 unique homes
      - Not for Profit- 2 agreements generated for 1 unique home.

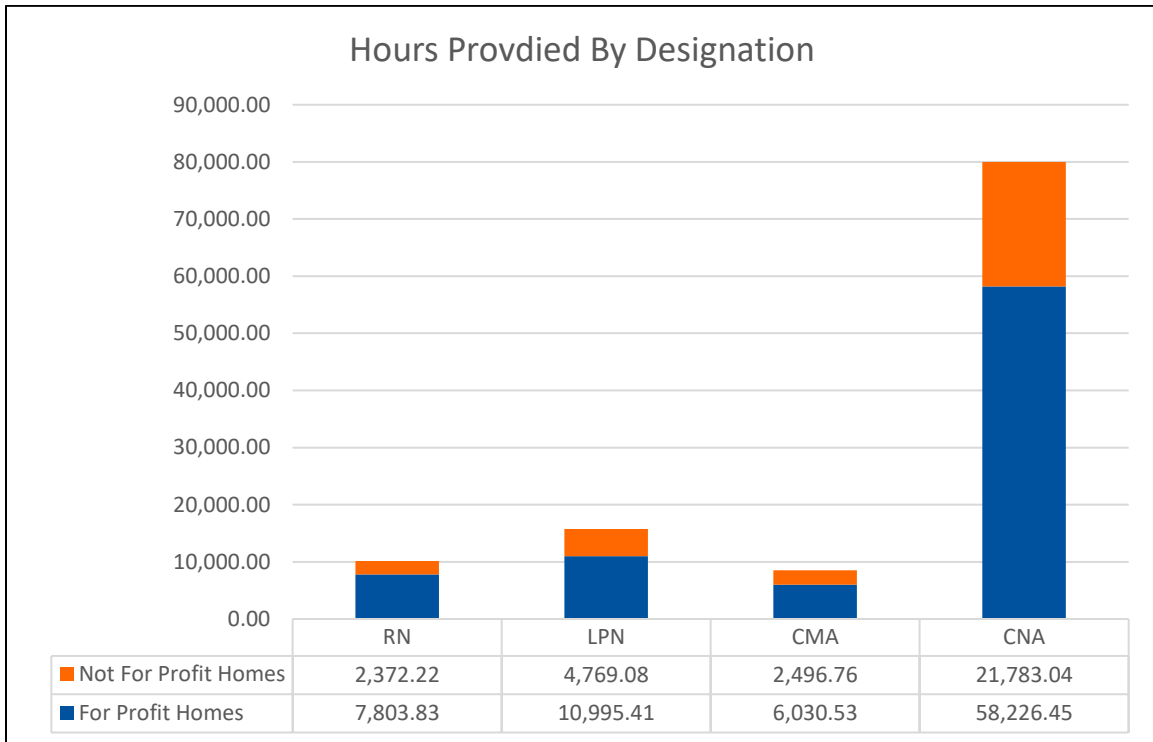
**Cost Breakdown**

- Total staffing expenditures- \$6,695,233.75
  - For Profit providers- \$4,858,143.70 spent on direct care support.
  - Not for Profit providers- \$1,828,258.48 spent on direct care support.
- Mileage- 15,668.65 total miles for total cost of \$8,831.57
  - Mileage costs ranged from \$0.50 to \$0.67 per mile.

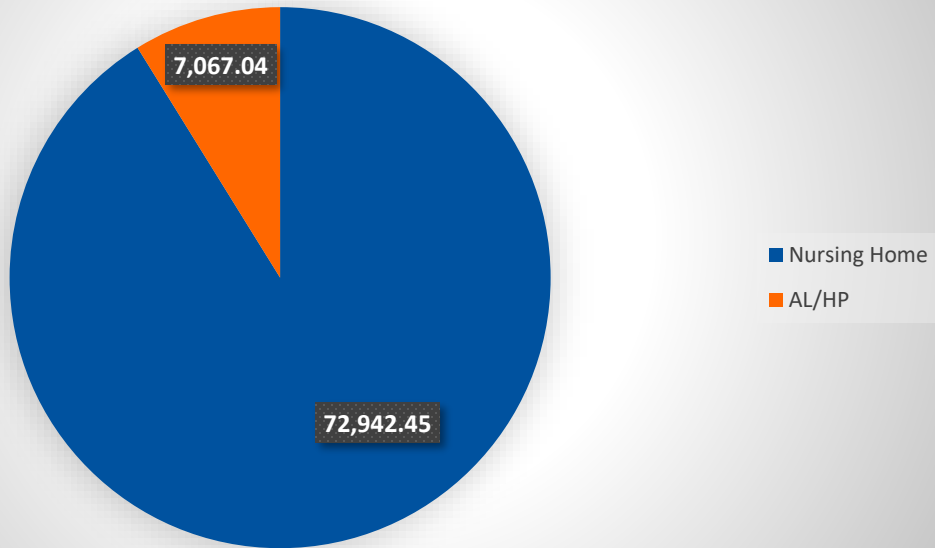


**Hours Provided by designation-**

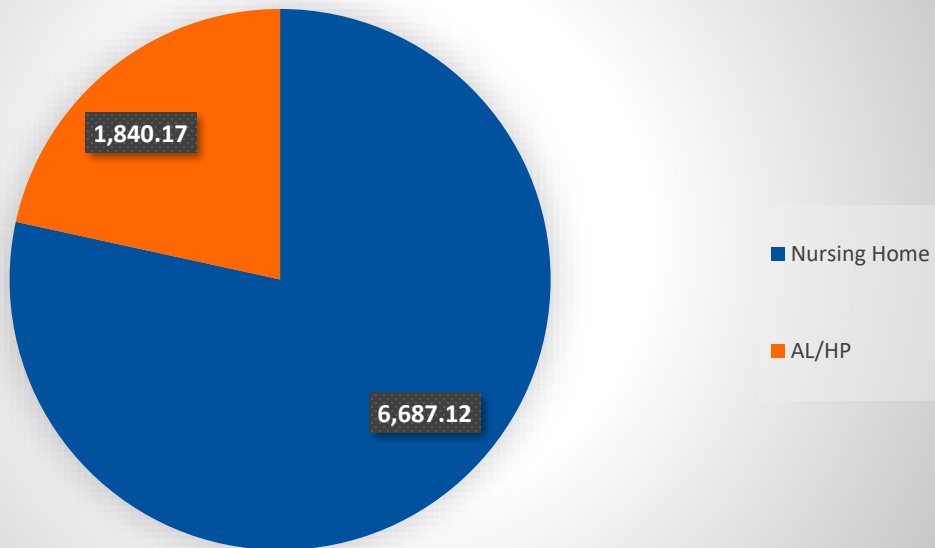
- Total hours for all designations= 114,477.32
  - Nursing- 25,940.54 hours
    - RN- 10,176.05
    - LPN- 15,764.49
  - Medication Aides- 8,527.29 hours
  - Nursing Aides- 80,009.49 hours



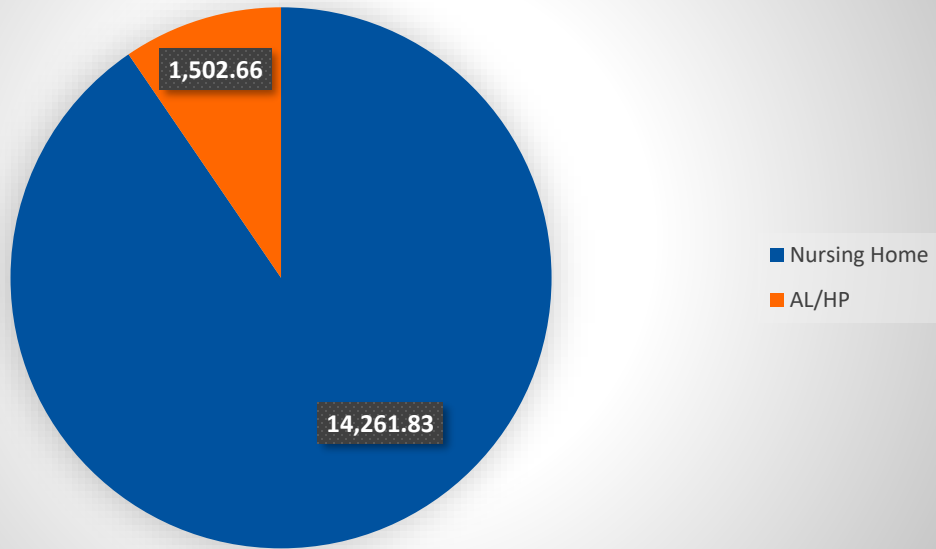
### CNA Hours Provided Per Setting



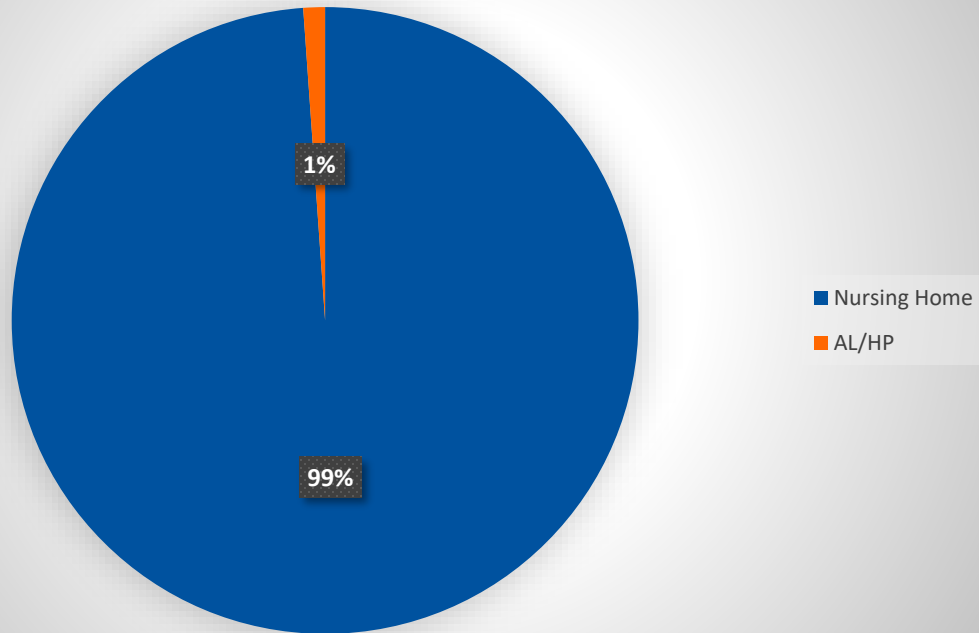
### CMA Hours Provided Per Setting

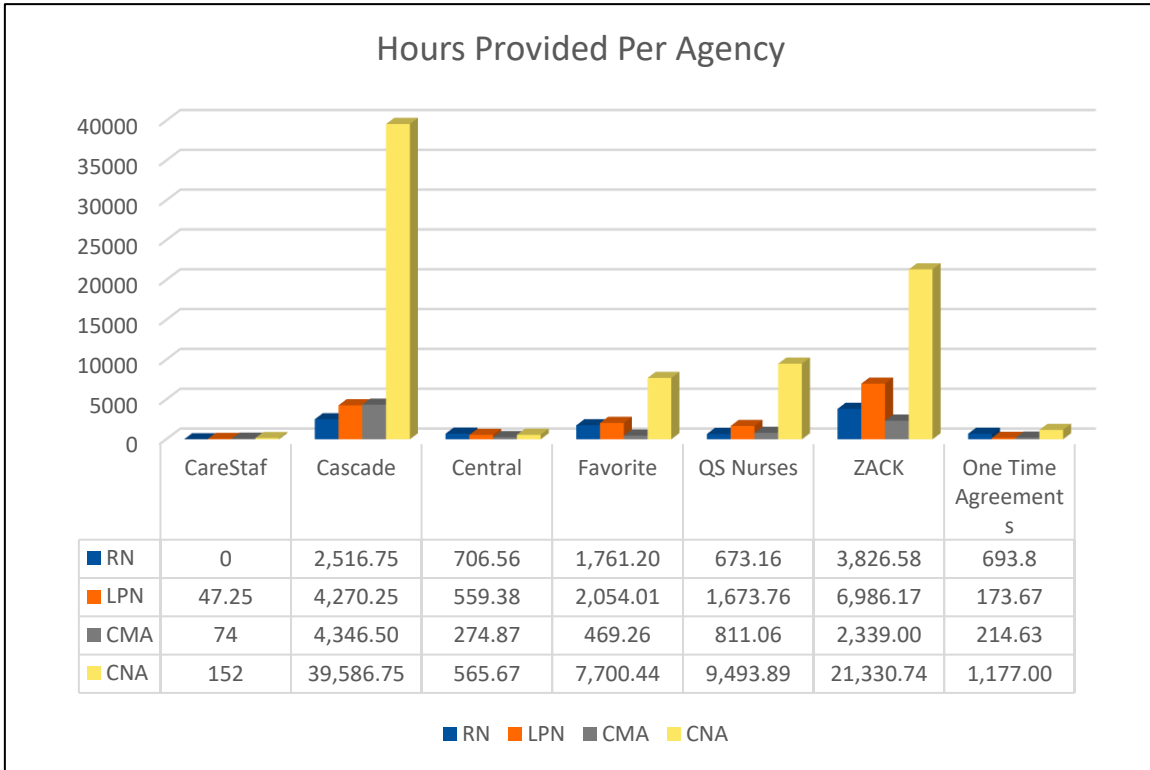


### LPN Hours Provided Per Setting



### RN Hours Provided Per Setting





Provider Feedback

- Overall Satisfaction score- 4.72/5
  - For Profit homes- 4.74/5
  - Not For Profit- 4.7/5

Excerpts from Satisfaction Surveys:

Easy application process, friendly personnel to work with, received calls from agency timely offering assistance.
Everyone was wonderful. Unfortunately, we have experienced this outbreak during the holidays and most likely due to additional visitors. Because of this I have not been able to be in touch with KFMC staff like I was able to in the past. They are an amazing group. I have been requesting additional hours for CNAs due to additional residents and staff testing positive for COVID. We currently have 8 positive residents and 5 staff members. Thank you for support during a COVID outbreak. We really appreciate you.
Excellent, very professional, and very quick in responding to request. Staff very professional and detail oriented; the response to my request for assistance was very quick for which I am very appreciative. excellent customer service
I am still working closely with the agency staffers and have been very pleased with the questions I've asked and the timely responses and assistance. It has been so nice to have adequate staffing to care for the resident's that have come down with COVID and to continue to wear proper PPE to prevent further infection
I am very grateful to be a part of this program to have received a voucher for my facility. I see this is very efficient program that deployed staff the same day.
I have to say that the support we received from KFMC and each staffing agency was phenomenal. We received quick responses to our staffing needs and planned accordingly. We did have 2 issues with finding 2 nurses but were able to fill those with our administrative nurses. Once we were able to fill some of those scheduling holes, we could then focus on resident care while we got through the COVID outbreak. Thank you KFMC.
I really appreciate the rapid review and response when applying for the grant. I currently have no new cases. The last one of my residents will come out on 11/27/2023. We still have 3 more rounds of testing before we are out of outbreak testing.
KFMC has been excellent to work with during this process; lifesaving; blessing to residents and staff
Overall great response and very thankful for this program as our building maneuvers through this challenging time.
They are very easy to work with and the agency is quick to respond
They were wonderful! Very responsive! They were a huge help! Made our COVID outbreak less stressful. Thank you! You helped us out big!
This grant has helped up tremendously with getting shifts filed to ensure that our residents are receiving quality care.
This program is so nice to help keep down the spread of infection. Awesome. Wonderful.
We fell fast into the COVID cycle and KFMC was so helpful and supportive. We really appreciate all the help and was extremely relieved how fast they helped. Everyone is so professional and very pleasant to work with.
We greatly appreciated that the RRSSC was willing to work with an outside agency to fill our needs.