



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**  
**San Mateo Medical Center**

**DATE:** October 1, 2008  
**BOARD MEETING DATE:** October 28, 2008  
**SPECIAL NOTICE/HEARING:** None  
**VOTE REQUIRED:** Majority

**TO:** Honorable Board of Supervisors

**FROM:** Sang-ick Chang, M.D., Chief Executive Officer, San Mateo Medical Center

**SUBJECT:** Agreements with Cross Country TravCorps, Inc., Emerald Health Services, First Call Nursing Services, Inc., Health One, Lead Staffing Corporation, Medical Staffing Network, Medstaff, Inc., Per Diem Staffing, Professional Resource Enterprises dba UNI, Relief Nursing Services, SHC Services, Inc. , Star Nursing, and TruStaff

**RECOMMENDATION:**

Adopt a Resolution:

- 1) Authorizing the President of the Board to execute Agreements with Cross Country TravCorps Inc., Emerald Health Services, First Call Nursing Services, Inc., Health One, Lead Staffing Corporation, Medical Staffing Network, Medstaff, Inc., Per Diem Staffing, Professional Resource Enterprises dba UNI, Relief Nursing Services, SHC Services, Inc., Star Nursing, and TruStaff for temporary nursing services for the term July 1, 2008 to June 30, 2011, in an amount not to exceed \$7,500,000 collectively for the thirteen Agreements
- 2) Authorizing the Chief Executive Officer (CEO) of San Mateo Medical Center or the CEO's designee to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions

**VISION ALIGNMENT:**

**Commitment:** Ensure Basic Health and Safety for All

**Goal 5:** Residents have access to healthcare and preventive care.

The Agreements contribute to this commitment and goal by continuing to provide nurse coverage where needed at San Mateo Medical Center.

**Performance Measure(s):**

Measure	FY 2008-09 Actual	FY2009-10 Projected	FY 2010-11 Projected
All registry staff will be oriented to SMMC's policies, procedures and staff competency requirements prior to taking an assignment	100%	100%	100%
Completed documentation on file at SMMC before any registry staff begins a shift.	100%	100%	100%

**BACKGROUND:**

San Mateo Medical Center (SMMC) uses nursing registries to augment permanent nursing staff. SMMC also provides support to Burlingame Long Term Care and provides staff to enable units to accept patients from the Emergency Department in a timely manner thus improving patient flow and avoiding emergency department diversion.

The need to use short-term registry staff increased when legislation was implemented in January of 2004 that compelled SMMC to increase the use of short-term registry staff to meet newly increased required nursing ratios and avoid citations and fines from the Department of Health Services.

**DISCUSSION:**

Registries provide SMMC and Health Services (AIDS Program) with access to nursing staff available to fill in for vacancies when necessary. Because nursing includes a range of specialties and nurses usually register with one registry at a time, agreements with several registries are maintained to allow maximum access to the available nursing work force.

A Request for Proposal for nursing registries was sent to 21 registries in May of this year. Fourteen registries were selected out of 18 registries that responded. These fourteen registries met the criteria set in the RFP, understand the Medical Center's goals and are committed to supporting them. Delay in submission of these contracts to the Board was caused by on-going negotiations with vendors and their delay in returning signed contracts. Negotiations pertaining to insurance are continuing with one of the registries, AMN Healthcare. The contract for this registry will be presented to the Board when negotiations have been concluded.

In spite of a wage increase for nursing staff, constant recruitment efforts by Employee and Public Services and a staff recruiter have been unsuccessful. These efforts continue to be made with the objective of reducing the use of registry staff.

The Agreement includes all provisions that are required by county ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination, equal benefits and jury service policy.

Health System Redesign Initiative Team, County Counsel and Risk Management have reviewed and approved these agreements.

**FISCAL IMPACT:**

This Agreement is for a term of three years, July 1, 2008 through June 30, 2011. The maximum amount payable is \$7,500,000, at a yearly rate of \$2,500,000. The previous Agreement was for two years at a yearly rate of \$3,252,500 with a maximum amount payable of \$6,505,000. The new Agreement is a savings of \$752,500 per year or \$2,257,500 over the life of the Agreement. Funds are included in SMMC's and Health Services Adopted Budget for FY 2008-09 and will be included in SMMC's and Health Services' future fiscal year budget requests.

### Exhibit A

1.	General Description of RFP	Request for Proposals for short term, long term, and permanent placement registry personnel.	
2.	List key evaluation criteria	<ol style="list-style-type: none"> <li>1. Salary requirements</li> <li>2. Personnel policies</li> <li>3. Quality</li> <li>4. Regulatory requirements</li> <li>5. Experience</li> <li>6. County Requirements</li> </ol>	
3.	Where advertised	The RFP was advertised in every issue of the San Mateo County Times on April 28, 2008.	
4.	In addition to any advertisement, list others to whom RFP was sent	AMN Healthcare Arcadia Health Services Cross Country TravCorps, Inc. Emerald Health Services First Call Nursing Service HealthOne Health Talent, Inc. Lead Staffing Corporation Medical Staffing Network Medstaff Pacific Pulmonary	Pelican Resources Registry Per Diem Staffing Relief Nursing Services SHC Services SleepQuest, Inc. Star Nursing TruStaff Travel Nurses UNI Virtual Healthcare Staffing White Glove Placement, Inc.
5.	Total number sent to prospective proposers	21 Registries	
6.	Number of proposals received	18 Proposals	
7.	Who evaluated the proposals	Director of Nursing Administrative Nursing Supervisor Two San Mateo Medical Center Nurse Managers	

8.	In alphabetical order, names of proposers (or finalists, if applicable) and location	<p>AMN Healthcare, Inc. 12400 High Bluff Dr. San Diego, CA 92130</p> <p>Arcadia Health Services, Inc. 1375 Sutter, Suite 110 San Francisco, CA 94109</p> <p>Cross Country TravCorps, Inc. 6551 Park of Commerce Blvd., Suite 200 Boca Raton, FL 94030</p> <p>Emerald Health Services 1333 2<sup>nd</sup> St., Suite 403 Santa Monica, CA 90401</p> <p>First Call Nursing Services 1115 South Park Victoria Drive Milpitas, CA 95035</p> <p>HealthOne 800 Airport Blvd., Suite 410 Burlingame, CA 94010</p> <p>Lead Staffing Corporation 2694 E. Garzey Ave., S #397 West Covina, CA 91791</p> <p>Medical Staffing Network 601 University Ave., Suite 175 Sacramento, CA 95825</p> <p>Medstaff, Inc. 297 So. Newton Street Road Newtown Square, PA 19073</p>	<p>Pelican Resources Registry 475 El Camino Real, Ste. 206 Millbrae, CA 94030</p> <p>Per Diem Staffing 1820 Galindo St., Suite 3 Concord, CA 94520</p> <p>Professional Resource Enterprises dba UNI 268 Bush St., #3146 San Francisco, CA 94104</p> <p>Relief Nursing Services 151-87<sup>th</sup> Street, #9 Daly City, CA 94015</p> <p>SHC Services 333 Gellert Blvd., Suite 142 Daly City, CA 94015</p> <p>Sleep Quest, Inc. 985 Industrial Rd., Suite 200 San Carlos, CA</p> <p>Star Nursing 2795 E. Bidwell St., #100-102 Fulsom, CA 95630</p> <p>TruStaff Travel Nurses 4270 Glendale-Milford Rd. Cincinnati, OH 45242</p> <p>Virtual Healthcare Staffing 350 Sansome St., Suite 240 San Francisco, CA 94104</p>
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