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Client Pivots to a New Social Worker Model During Clinical Staffing Shortages

CUSTOMER SUCCESS STORY

HOME AND COMMUNITY HEALTH CARE

For more than 125 years, our client has led the way as an innovator in home and community health care. They apply their expertise, compassion, and commitment to provide and manage care for millions of individuals who want to live, age, and health where they feel most comfortable - in their homes, connected to family and community.

CHALLENGES

Expanding into new product lines created unplanned staffing challenges for Clinical Operations.

In anticipation of rebranding the organization and expanding into new product lines, this client was determined not to expose the organization to a position where it would need additional staff to manage its membership needs. Due to regulatory constraints, the New York State Department of Health did not authorize beneficiary disenrollments, resulting in much higher caseloads and the demand to hire clinical staff.

SERVICES

“We needed to engage a staffing partner who understands our business.”

When our client identified the need for a staffing partner who understood their business and the members they served, they relied on Impresiv Health to facilitate the placement of clinical staff.

With a range of flexible staffing options, they opted for the temp-to-perm solution, which proved to be the best fit for their specific needs. This option allowed them to quickly onboard new staff with the full support of Impresiv Health throughout the process.

Flexible Staffing Options

Responsive Teams

Cost-Efficient Solutions

“I would like to express my sincerest appreciation to the entire Impresiv team. Our close collaboration with Impresiv has been instrumental in achieving our internal and external metrics. Networking and building relationships have always been a passion of mine, and this partnership has been so rewarding. Let’s continue our collaboration and achieve great success together!”

Associate Director, Home and Community Health Care Client

AT A GLANCE

Industry

- Home Care
- Hospice Care
- Personal Care

Challenges

- Staffing Shortages
- New Business Model
- Unprecedented Growth

Results

- Immediate Support
- Quality Social Workers
- Membership Satisfaction

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CUSTOMER SUCCESS STORY

SOLUTIONS

Impresiv Health was able to onboard licensed social workers with care coordination and case management experience who were willing to work a temporary assignment that could lead to a permanent position.

Impresiv Health's Clinical Staffing team was tasked with sourcing, hiring, and onboarding qualified clinical staff to support this client's continuous growth. Impresiv Health presented its Clinical Staffing Solution and a dedicated Account Management team to ensure that our client could lean on Impresiv Health for our clinical staffing expertise and understanding of the organization's business model. In contrast, their clinical department continued to focus on their strategic growth and membership needs.

In addition to supporting the transition from a temporary contract employee to a permanent employee, Impresiv Health facilitated the onboarding process and co-managed each clinician throughout their assignment. While on assignment, the temporary clinicians became an extension of our client's team, creating a solution to their staffing challenges that proved to be a cost-effective model that allowed for the hiring of highly skilled clinicians.

RESULTS

1

Immediate Support

Our client received quality candidates within a week. Impresiv supported the candidates' education and was an extension of the client's team.

2

Quality Social Workers

Our client eventually hired the temporary workers as full-time employees, and they became an integral part of their continued success and growth.

3

Attractive Pricing Model

Our client did not pay conversion fees for their temporary workers who worked at least 6 months in their roles.

"We had the opportunity to bring many of them on board full-time. The quality of the candidates send made us excited that we converted quite a few of them into full-time staff. They are an integral part of our continued success, growth, pivoting, and changes that the organization goes through. We are really happy to have them here."

Associate Director, Home and Community Health Care Client

KEY BENEFITS

43,000 Satisfied Members

This client benefited from Impresiv Health's managed care expertise and support of their staffing needs.

They also took advantage of Impresiv Health's attractive alternative model to staffing services.

Impresiv Health co-managed the temporary clinicians and worked to support their career development. This effort was crucial to help this client meet its goals of extending full-time offers.

Consulting. Staffing. Technology.

THAT'S IMPRESIV.