



**Hospital Services Corporation
COVID-19 Resources
March 27, 2020**

Healthcare Staffing

Hospitals and healthcare agencies need staffing solutions to manage the impact of COVID-19 on critical frontline employees. Now more than ever, it is imperative to have a strategy and plan in place to manage these staffing shortages. We can help with your supplemental staffing needs for nursing, allied health, and locum tenens, enabling your facility to continue to provide much-needed services to your communities.

In an effort to get as many medical professionals working to assist with the COVID-19 demand, Hospital Services Corporation has relaxed the requirement in our healthcare staffing contracts that states an Agency Healthcare Provider shall have a permanent resident address outside a ninety (90) mile radius of the Facility's location at which an assignment is confirmed. This temporary change will allow us to get more staffing personnel to work without the need for a fourteen-day quarantine period. The Department of Health, Board of Nursing, and New Mexico Medical Board COVID-19 requirements and this contract modification have been communicated to our agency partners. Please contact Suzanne Adams, sadams@nmhsc.com, if you would like more information.

Rapid Response Staffing Options Now Available

Through our healthcare staffing managed services program, Aya Healthcare and Symmetry Workforce Solutions have enacted an emergency preparedness and crisis response staffing unit to assist facilities in planning and caring for increased patient census and/or low core staff availability due to COVID-19. Aya is proactively qualifying a workforce of nurses, respiratory therapists and other staff that may be needed to respond rapidly in this situation. To date, Aya has engaged more than 500,000 clinicians regarding interest and opportunities to serve communities across the country. If your facility is currently creating or enacting an emergency staffing plan related to this situation, our program can help.

- Clinicians including ED, ED Holding, ICU, Tele and Med/Surg Nurses, as well as Respiratory Therapists are pre-qualified and mobilizing to facilities nationally. Nurse Practitioners, Physician Assistants and Physicians are also available.
- Non-clinical staff, such as environmental services workers and patient access representatives, are available in many markets.
- Facilities should consider cohorts of 5 to 10 contract staff at the same time to streamline onboarding and orientation. Larger cohorts are available.
- Assignments can range from 6 to 13 weeks and workers can respond to ASAP start dates with modified compliance requirements. Facilities are encouraged to guarantee a 48-hour work week to maximize staff capacity.
- Pricing is set at the job level and will depend on positions needed, response time and requirements. Aya's crisis response leaders can advise on pricing for your specific needs.
- Aya has joined forces with eight of the largest nurse staffing companies, as well as clinical and non-clinical emergency service organizations, to mobilize additional healthcare workers in response to this situation.

Demand is increasing across the nation and needs are being filled rapidly with qualified candidates. If you would like to review a rapid response agreement, please contact Deborah Gorenz, dgorenz@nmhsc.com.

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Physician Emergency and Temporary Privileges

Our credentials verification program offers a stand-alone itemized request service that can assist with urgent needs such as the granting of temporary or emergency privileges. We can provide facilities with key verifications such as NPDB queries, license and board verifications, AMA and FSMB reports (to verify education and training), and other critical information you might need. Itemized requests are typically completed within 1-2 business days of receipt of the completed request form and the signed release from the practitioner. If you need assistance with these verifications, please contact Christina Tyson, ctyson@nmhsc.com, for more information.

Federal Emergency Temporary Licensure

Federal Emergency Licensure allows for fewer documents to be provided at the onset of the application process in order to receive a temporary license to practice medicine in the State of New Mexico during a declared emergency. Hospital Services Corporation houses the online platform for the New Mexico Medical Board licensure application. At the request of the Medical Board, an option has been added for those providers applying for Federal Emergency Temporary Licensure. This online application can be accessed at the following link: <https://ecredspractitioner.nmhsc.com/Account/Login?ReturnUrl=%2F> Additional information on New Mexico Medical Board Federal Emergency Temporary Licensure is available here: <https://www.nmmb.state.nm.us/>. COVID-19 Federal Emergency Licensure will expire on July 1, 2020. If you have questions regarding how to get your physicians licensed under these provisions, contact Christina Tyson, ctyson@nmhsc.com.

Telemedicine and Recruitment Services

We understand that hospitals are under immense pressure right now, and Hospital Services Corporation's business partner, Jackson Physician Search, is committed to helping in any way possible. Telemedicine will be an important resource during this time to meet increased demand, and Jackson Physician Search is offering a flat \$15,000 fee for hospitals that need help finding a telemedicine provider. Additionally, they are cutting all permanent (in-person) provider recruitment fees by 15% for searches added during this crisis. Please contact Ben Stajduhar, bstajduhar@jacksonphysiciansearch.com, or 770-643-5525, for additional information.

Fingerprinting Services

Hospital Services Corporation is one of the few remaining sites providing manual and digital fingerprinting services to the healthcare community in Albuquerque. We recognize the need to provide these services for essential healthcare workers and first responders to keep them working and available to our community. Hospital Services Corporation is taking all possible precautions to maintain this service, along with the necessary and responsible steps to protect the health and safety of our customers and employees. On-site fingerprinting services are available for hospital employees and first responders at our offices at 7471 Pan American Freeway, NE, Monday through Friday, from 10:00 a.m. to 2:00 p.m. If fingerprinting services are not available in your area, we recommend you contact your local law enforcement agencies to see if they have the resources to assist. Please contact Christina Tyson, ctyson@nmhsc.com, for more information.

Unemployment Compensation

The COVID-19 pandemic has generated several questions from employers regarding unemployment compensation benefits, and whether employers will be financially responsible for payments that are attributable to COVID-19. Our staff has confirmed through the New Mexico Department of Workforce Solutions that reimbursable, which includes members of the Joint Unemployment Compensation Program, and taxable employers will not be charged on any claims filed due to COVID-19. A communication providing additional information on the Department of Workforce Solution Cabinet Secretary's Memorandum will be sent to all unemployment compensation and Joint Unemployment Compensation Program customers. If you have any additional questions, please contact Cindy Clark, cclark@nmhsc.com.

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