

Achieving 'Epic' Success

SUCCESSFUL COMPLETION OF A LARGE-SCALE EMR CONVERSION WITH THE RIGHT PARTNER

MAINTAINING QUALITY CARE DURING AN EMR UPDATE

The Affordable Care Act brought about a wave of change in the healthcare industry, including reimbursement increases for hospitals that adopted electronic medical record (EMR) systems by 2014. This created a challenge for many facilities, such as the University of California at San Francisco Medical Center (UCSFMC), who needed to train their staff on these new systems while maintaining quality patient care.

To accomplish this, UCSFMC partnered with Fastaff, a Rapid Response® travel nurse staffing company that could provide expertise and support during the transition. Fastaff was recommended by MedAssets, a workforce vendor that knew the importance of having a single staffing partner during large-scale projects.

Fastaff provided experienced nursing coverage in all units during the project, thanks to their extensive database of hard-to-fill specialties. UCSFMC required nurses with teaching hospital experience and various specialties, including ICU, oncology and endoscopy. Additionally, UCSFMC needed numerous credentialed pediatric nurses due to their on-site pediatric research center.

Executive Summary

- UCSF Medical Center needed one dedicated partner to provide multi-specialty nursing coverage during Epic training and implementation
- UCSF Medical Center trusted Fastaff to deliver 350 highly-specialized nurses
- Fastaff managed all logistical aspects, including interviewing, hiring, credentialing, travel and housing
- Fastaff exceeded the timeline set and delivered 32 hard-to-fill specialty nurses in less than 10 days

ACHIEVING 'EPIC' SUCCESS: SUCCESSFUL COMPLETION OF A LARGE-SCALE EMR CONVERSION WITH THE RIGHT PARTNER

FASTAFF PLAYED A CRUCIAL ROLE IN MAINTAINING UNINTERRUPTED PATIENT SERVICE DURING UCSFMC'S EMR TRANSITION

Fastaff successfully fulfilled all these requirements by providing 350 experienced nurses throughout the conversion project. In addition, Fastaff assigned an on-site clinical manager for customization, daily support, quality assurance and project coordination. The collaboration proved to be highly effective, as UCSFMC was able to transition to a new EMR system without compromising patient care. The hospital appreciated Fastaff's clinical expertise, urgency and flexibility throughout the project.

Ultimately, Fastaff played a crucial role in maintaining uninterrupted patient service during UCSFMC's transition by supplying experienced nurses who could readily adapt to the facility's needs. The partnership not only allowed UCSFMC to successfully implement their new Epic EMR system but also highlighted Fastaff's ability to provide flexible solutions for large-scale projects.

Facility Summary

University of California
at San Francisco Medical Center

- 1,019 beds, general medical and surgical, teaching hospital
- 38,000+ Hospital Admissions
- 40,000+ Emergency Room Visits
- 27,214 Surgeries, inpatient and outpatient
- 1,974 Nurses

