

State of the Healthcare Travel Market

Presented by
Steve Wehn, Vice President of Government
Relations



State of the Healthcare Travel Market

About Me – Steve Wehn

- Staffing Industry for 40 years
- With AMN Healthcare for 31 years
 - 15 years Client Sales & Services
 - 16 years Community & Government Relations
- Lead AMN’s Annual Medical & Community Mission Trip to Guatemala




INTERNATIONAL
esperanza
PROJECT

TEAM
HOPE

1,091
patients seen in clinic



INTERNATIONAL
esperanza
PROJECT

TEAM
HOPE

124
life changing surgeries
performed



INTERNATIONAL
esperanza
PROJECT

TEAM
HOPE

86
smoke-free stoves and
water filters installed

AMN Overview

LEADER

in Healthcare Total Talent Solutions

~4,000 corporate employees

500+ MSP/VMS clients

250K healthcare professionals deployed

2022 National Association
of Corporate Directors
DEI Award Recipient

Nurse & Allied Solutions

WORKFORCE

- Travel Nursing
- Allied Healthcare
- Local Staffing
- Rapid Response
- Revenue Cycle Solutions
- School Staffing
- Labor Disruption
- International Staffing & Permanent Placement

Physician & Leadership Solutions

WORKFORCE

- Physician Staffing
- Interim Leadership

LEADERSHIP SEARCH

- Executive Search
- Academic Leadership
- Clinical Leadership

PHYSICIAN SEARCH

- Retained Search for Physicians and Advanced Practices

Technology & Workforce Solutions

TALENT MANAGEMENT

- Vendor Management Systems
- Recruitment Solutions
- Float Pool Management
- Scheduling & Staff Planning
- Analytics & Assessment

VIRTUAL CARE

- Language Services
- Teleservices Platforms



YOU MAY KNOW US AS...



AMN's Memberships & Partnerships - Advocacy



APTA



American Hospital Association®



NCSBN
National Council of State Boards of Nursing



The Great Reset: A Cultural Change Transcending Healthcare

**4.5M
Workers**

Quit their jobs
March 2022

**500K+
Voluntary
Quits**

In healthcare
January 2023

Workers of all kinds
are reassessing
where, when and how
they work.

Employers must
respond accordingly.



Worker Shortages in Healthcare a Fact of Life

124K+

Too few
physicians by
2034

200K-
400K

Too few
nurses by
2025

85%

Hospitals
experiencing shortage
of allied healthcare
professionals

↑ 24%

Physician appointment
wait times up since 2004

Staffing shortages have been endemic in healthcare for years and will continue.

What is new is rapidly spiking workforce volatility.

Workforce Volatility: High Turnover, High Vacancy Rates



40%

Only 40% of nurses will be in their current positions in one year



30%

Nurses say they are likely to leave nursing as a result of COVID-19.

15%

Hospital staff nurses will stay in their current positions



22.5%

Nurse turnover rate



15.7%

Nurse vacancy rate

8–15%

Physician turnover rate pre-COVID

Healthcare Workforce of Today

Uncertainty

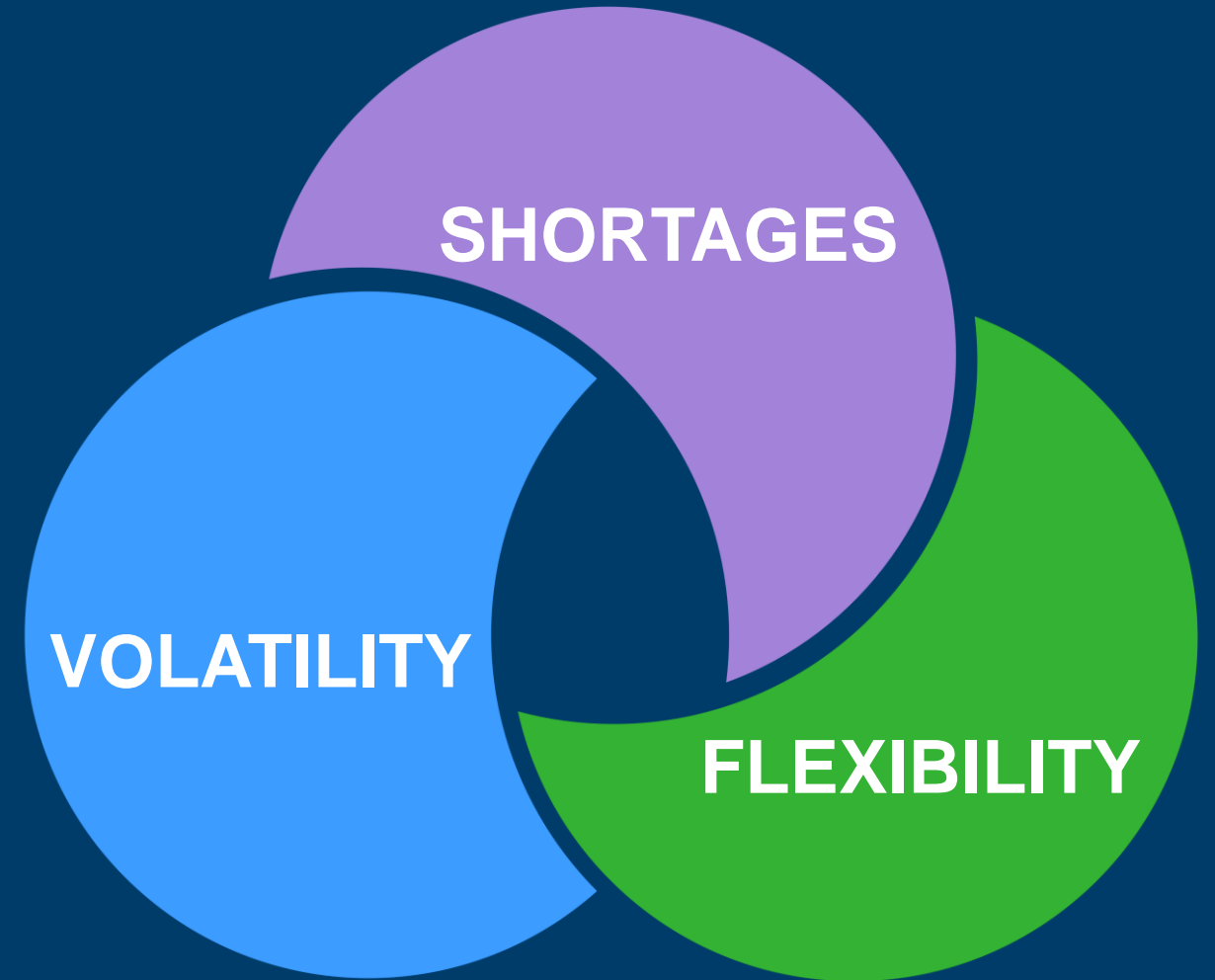
Shortages

Volatility



3 Words Describing the Healthcare Workforce of Today...and Tomorrow

Fewer candidates, more churn, more flexible staffing options for both employers and healthcare professionals.



Post-COVID, Staffing Now Top of Mind

Personnel shortages supplant finances as primary CEO concern

TOP CONCERNS/PRIORITIES OF HOSPITAL CEOs*



1. Personnel shortages



2. Financial challenges



3. Patient safety and quality



4. Behavioral health/addiction

Source: American College of Healthcare/Executives CEO Survey

How can healthcare systems and organizations address these challenges today and into the future?

Strategic workforce planning
the challenge of change

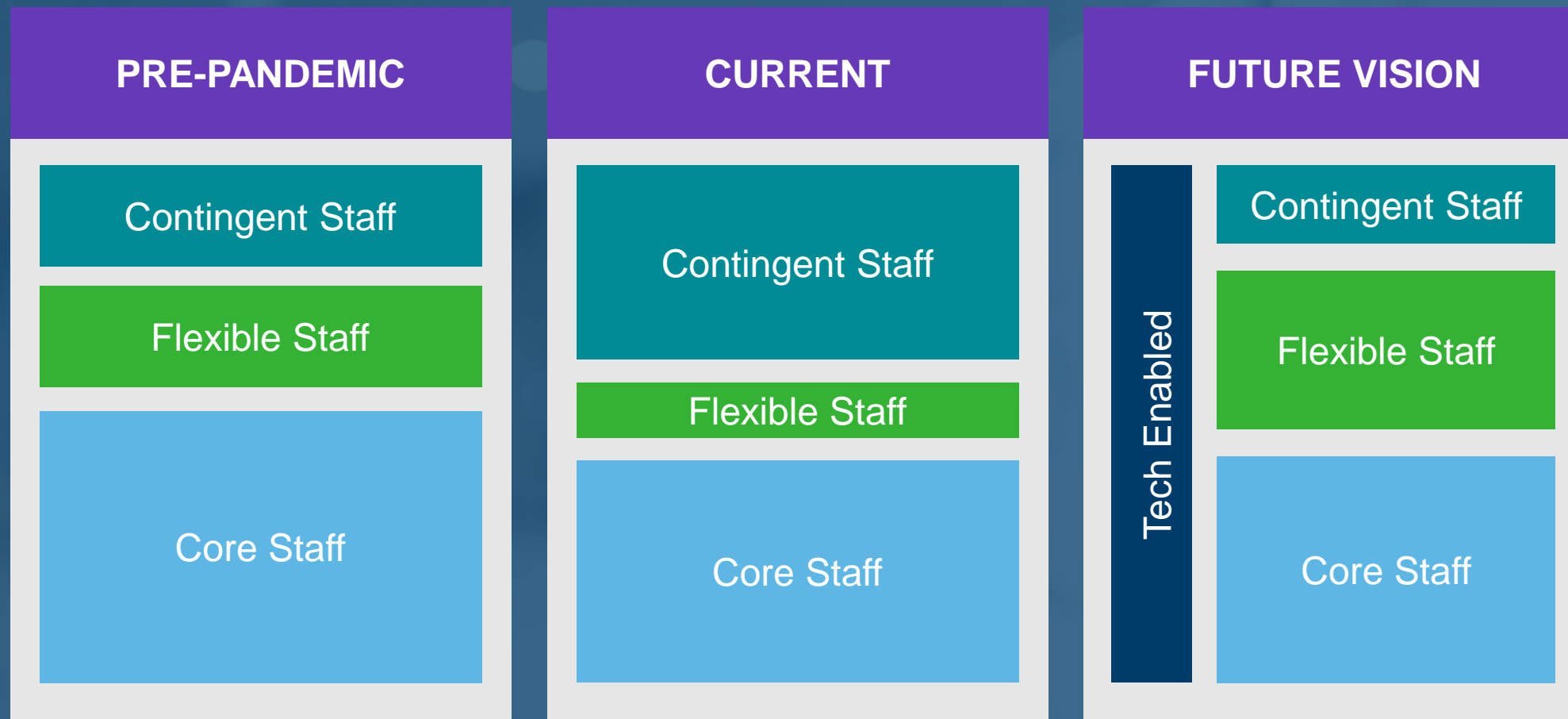
Attract top talent and streamline recruiting
Credentialing, and onboarding

Building relationships and loyalty
with workforce in new ways

Simplifying workforce management around
flexibility

Shaping the work and care models
& building skills required for the future

Strategic Workforce Planning for Demand



Healthcare workforce trends and the imperative for change. NOW is the moment.

Burnout Hitting All Levels of the Healthcare Workforce

Harvard Gazette. March 2023

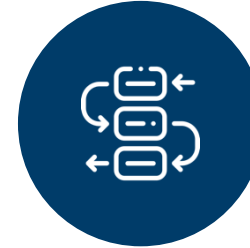
Half of Hospitals will Operate in the Red this Year

Healthcare Finance News. December 2, 2022

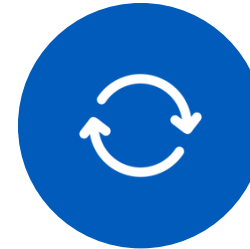
Healthcare Workers are Still Quitting

Advisory Board. April 6, 2023

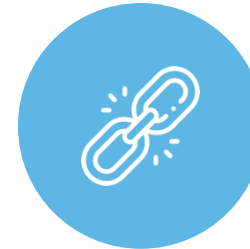
Need for a reset!



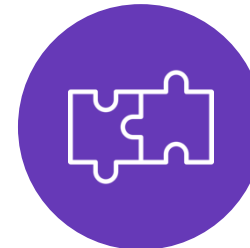
Better data-led planning
for workforce linked to strategy and community needs



Sustainable models
that have the right balance of consistent workforce and flexible support to cover fluctuations and specific needs



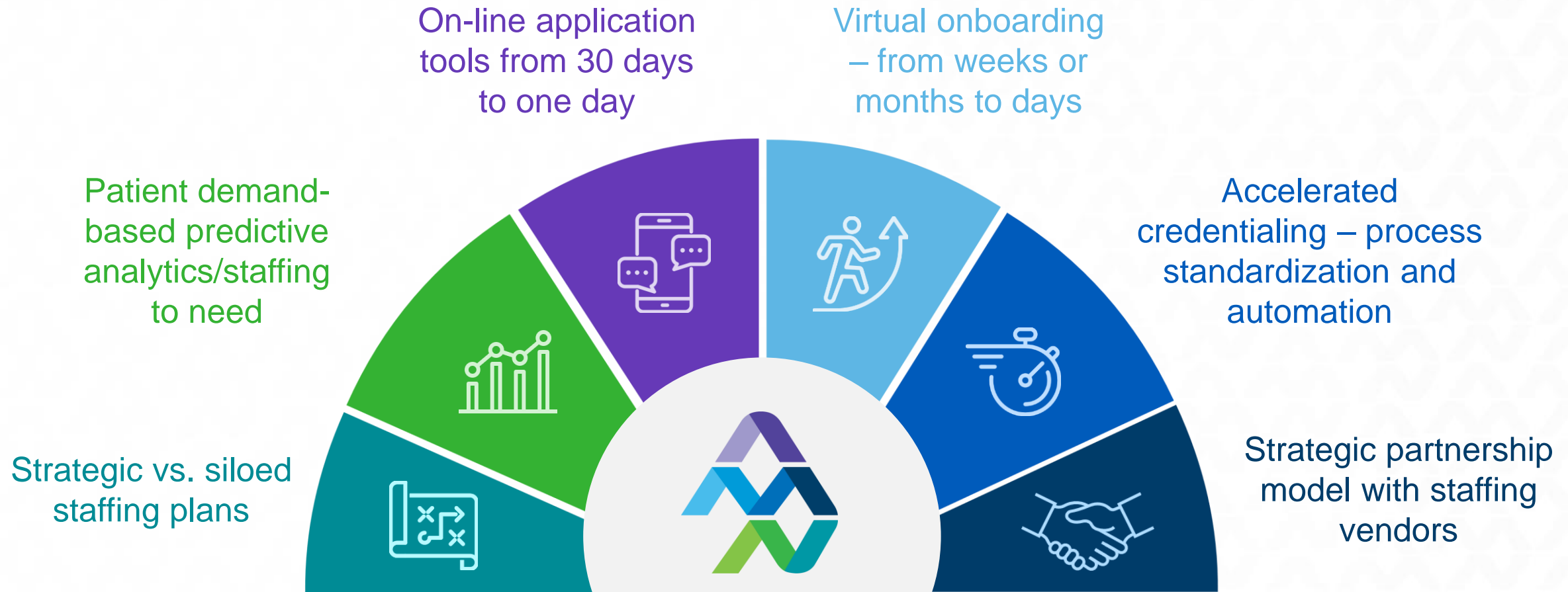
Strengthened bond
with the workforce



Seamless integration
across tech systems to manage workforce

How Should Employers Respond? Operational Flexibility

Reengineer staffing patterns and methods



Employment Flexibility: Proactively Engaging with Healthcare Professionals

Flexible Staffing Models

giving providers more choices over where, when and how they choose to work.

Internal Staffing Agencies

or float/pools – providers work as “travelers” within their own system.

Mobile Scheduling Apps

that allow providers to choose their own schedules.

Schedule Flexibility

practice tailoring as important or more important to candidates than compensation.

Telehealth

The hybrid practice option

The Key To Retention:
Elevate The Daily Work Experience for Nurses, Physicians, Allied Professionals



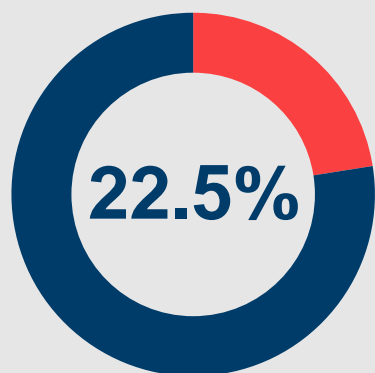


Flexibility

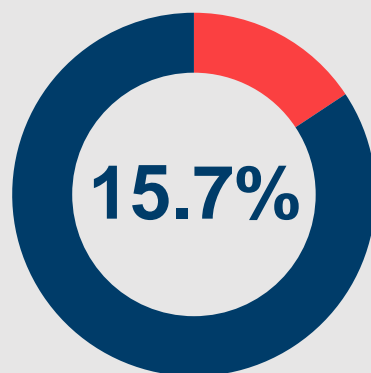
Talent Acquisition and Onboarding

The war for talent is accelerating:

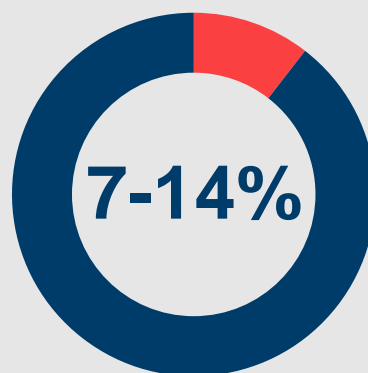
TURNOVER AND VACANCIES



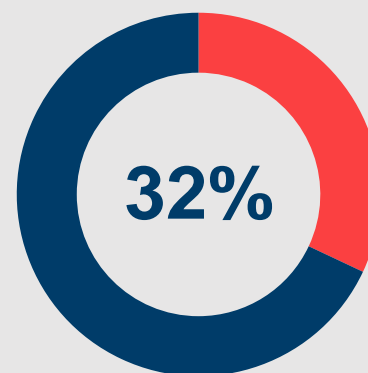
Nursing
turnover rate*



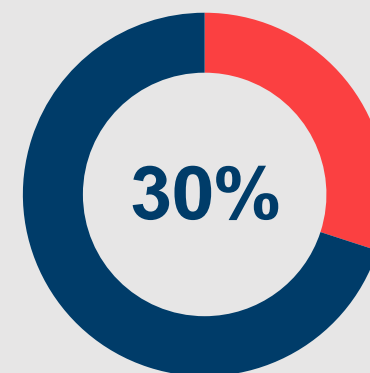
Nursing
vacancy rate*



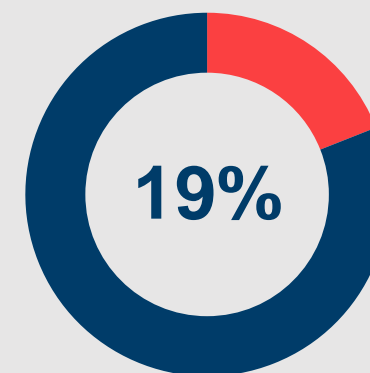
Physician
turnover pre-
pandemic**



Annualized quit rate
among healthcare
workers***



Physicians 60
or older



Nurses 60
or older

Source:

*2021 NSI National Healthcare Retention and RN Staffing Report

**SK&A 2018 Physician Relocation Rates

***U.S. Bureau of Labor Statistics

Shifting Priorities

MILLENNIAL AND GEN Z NURSES

What do you most want from hospitals?



Source: Survey of Final-Year Medical Residents. AMN Healthcare/Merritt Hawkins

A Flexible Mindset: Meeting Providers Where They Are

Rethink old patterns, be open to:

Flex-time,
shared
practices, part-
time, telehealth
options, temp-
to-perm

**Restructuring
roles:** each
clinician
practices to the
top of their
training

**Scribes for
physicians** –
less data entry,
more patient
face time

Practice tailoring,
specialty focus

**Reduced
stocking,**
patient lifting for
nurses

**Leadership
opportunities**
to help shape
the workplace/
empower
clinicians

**The “little
things”** –
convenient
parking,
personal
support services

**Let clinicians
do what they
were trained to
do** – see
patients

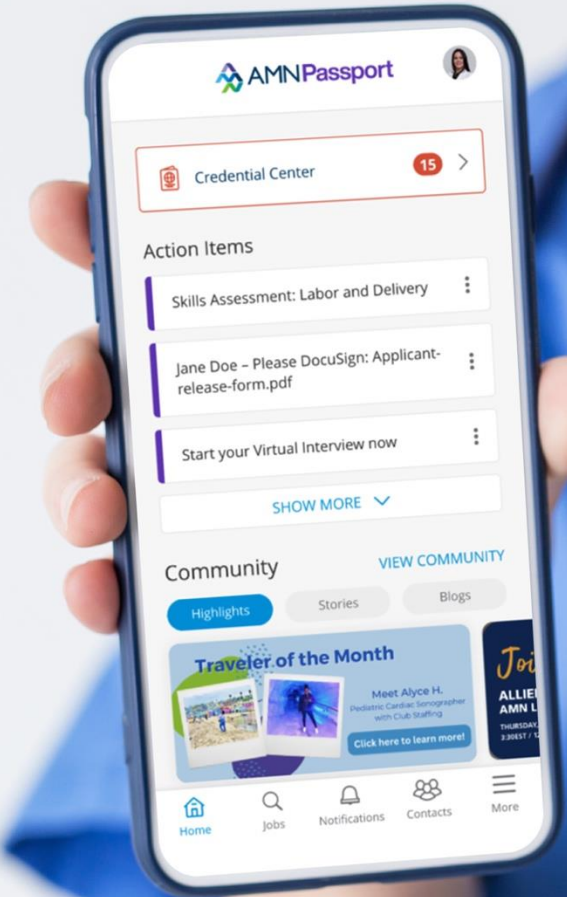
ELEVATE THE DAILY WORK EXPERIENCE

Simplifying Workforce Management Around Flexibility

Determine what kind of flexibility is needed to meet demand. Work from there to determine how to make the flexibility imperative a win-win with your workforce.

FLEXIBLE EMPLOYMENT OPTIONS

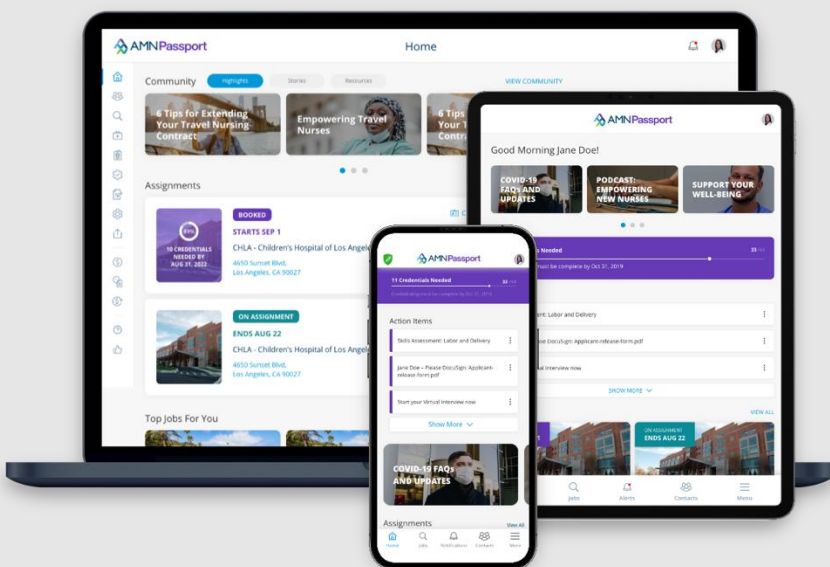
- A growing number of hospitals today are experimenting with **flexible staffing models** intended to give their providers more flexibility and choice over where and when they choose to work. In today's "gig" workforce.
- **Internal staffing agencies and or float/pools** – providers work as "travelers" within their own system.
- **Mobile scheduling apps** that allow providers to choose their own schedules.
- **Schedule flexibility/practice tailoring** as important or more important to candidates than compensation.



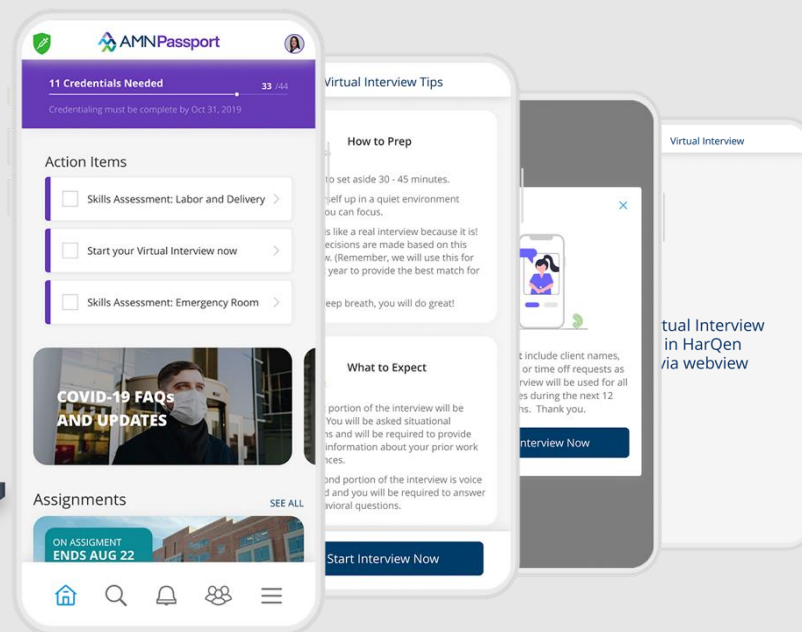
Talent Acquisition and Onboarding

Tech enablement and scaled operations create efficiency in recruiting, screening, onboarding and credentialing.

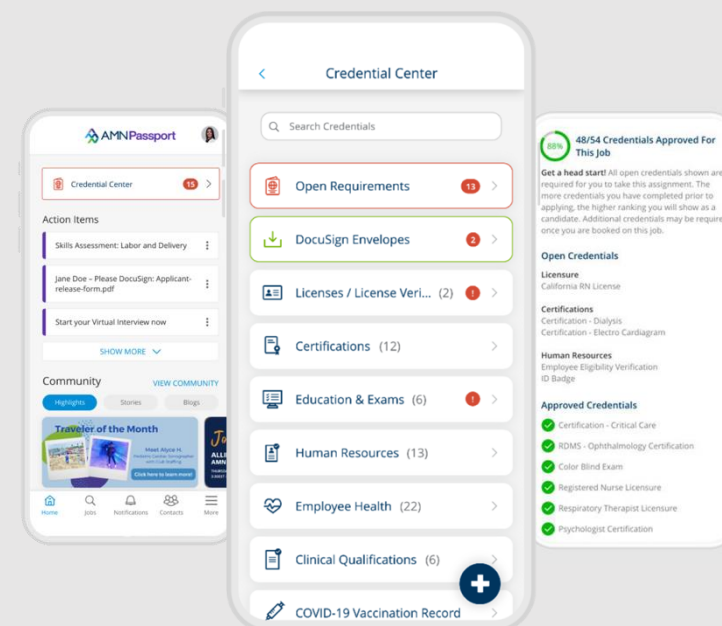
ON-LINE APPLICATION TOOLS



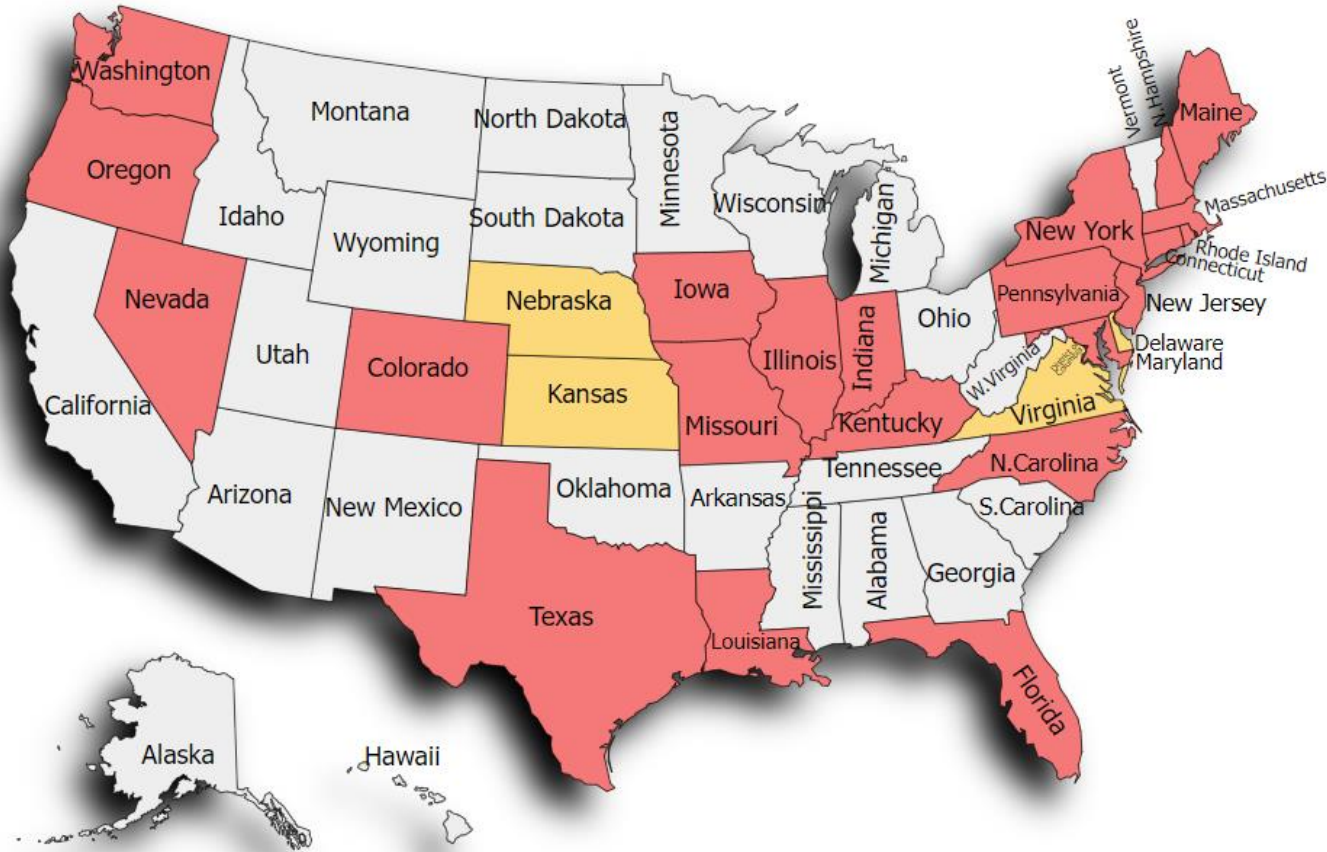
VIRTUAL ONBOARDING





ACCELERATED CREDENTIALING



Health Care Staffing Legislation - States To Date



-  Pending Legislation
-  In Effect

*Current as of 8/29/2023

New Regulations for New York

New York

Temporary Health Care
Services Agency &
Health Care Technology
Platforms

High Visibility
Short Timelines
High Impact
Client Inquiries
Rapid Change
Advocacy

Conversion Fee & Liquidated Damages Prohibited
Client Contract and Clinician Agreement updates
Contract & Invoice submissions to DOH
Annual registration
Extensive Financial Quarterly Reporting
Heightened credentialing requirements
Increased penalties for noncompliance

VMS Impact: Includes “entities that utilize apps or other technology-based solution that provide or procure temporary employment of health care personnel in health care entities.”

- Independent Contractors not specifically excluded
- No current international nurse agency carve out

Legislative Remedies



Green Cards for foreign educated nurses (FENs) are in short supply



Work Visas—No temporary work visa category for nurses



SAVE Act—Safety from Violence for Healthcare Employees Act, employers to provide federal protections for health care workers against violence & intimidation + funding for violence prevention



Well-Being Programs—Support and expand funding for employee well-being programs



Healthcare Workforce Resilience Act—Recapture 40K unused visas & assign 25K for nurses and 15K for physicians

Golden Legislative Ticket to Travel & Mobility!

State Licensing Compacts



Other Long-Term Solutions Needed

Open the Training Pipeline

Remove the GME funding cap,
invest in nurse training

Expand Compacts

Expand intrastate licensure
compacts



**Make telemedicine
payments/HIPAA
adjustments permanent**

Leverage Technology

- AI diagnostics
- “Telepresence” robots
- Robotic nursing assistants
- Virtual surgery training
- Home health monitoring

Questions?



EMPOWERING THE FUTURE OF CARE