



AHA Member Hospitals,

In an effort to provide additional resources, I'd like to connect you with Natalie Plumer from Qualivis for a **Crisis/ Surge Staffing Solution**. Please see [Qualivis / Aya's Crisis Response Summary](#) and additional important info below:

**Natalie Plumer | Qualivis**

*Director | Client Services – Arkansas*

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Our AHA endorsed partner, [Qualivis](#), has teamed up with their parent company, Aya Healthcare, to provide Rapid Response Staffing for Arkansas hospitals. Aya Healthcare is a nationwide staffing agency, a leader in the industry, and excels at crisis and surge staffing. To date, Aya has filled 2,400+ covid-19 crisis orders since 3/11/2020 and have received tens of thousands more. They are the recommended and trusted solution during these uncertain times and have a strong deliverable-presence in high-infected areas (i.e. Seattle, New York City), and serve hospitals of all sizes across the country. Aya is here to help Arkansas. They have proactively qualified a workforce of over 500,000 nurses, respiratory therapists, techs, and other staff that may be needed to respond rapidly in this situation. If your facility is currently creating or enacting an emergency staffing plan related to this situation. **Please reach out to Natalie Plumer for additional information.**

**Things To Know About Aya Rapid Response:**

- **Recommendation:** Sign on Now with Qualivis / Aya's Rapid Response Agreement to be proactive and stay ahead of the surge. Aya's RR Contract does not have an order minimum, volume commitment or fees.
- Aya Rapid Response Contracts do not conflict with other vendor agreements in place during a time of a pandemic.
- Proactively fill out Job Description Forms to send to Natalie, to stay ahead of the spike (attached)
- Clinicians including ED, ED Holding, ICU, Tele and Med/Surg Nurses, as well as Respiratory Therapists are pre-qualified and mobilizing to client 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.
- Client facilities should consider onboarding **cohorts of 5 to 10 contract staff** at the same time to streamline onboarding and orientation. Larger cohorts are available.
- Assignments can range from **3 to 13 weeks** and workers can respond to ASAP start dates with **modified compliance requirements** (attached). 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 due to the fluid nature of this situation. Workers are already deployed in New York, Washington, California and Florida and additional needs are being received daily.

#### **Next Steps / Information to Gather:**

- **Reach Out to Natalie Plumer at Qualivis:** 404-226-2368 or [nplumer@qualivis.com](mailto:nplumer@qualivis.com)
- **Request Aya Rapid Response Agreement**
- **Job Description Form:** Please complete and return to Natalie once needs are identified. If you anticipate i.e. ICU RNs and RRT needs, please proactively complete the descriptions and send to Natalie, so we can have them on file, ready to go when needed. (Crisis [RN](#), [Respiratory Therapist](#) and [Lab](#) forms)
- **Compliance:** See Aya's [Modified Crisis Response Compliance List](#) that we will use for Rapid Response. This helps ensure we get candidates to your facility within 6-10 days after posting a need, while remaining under joint commission guidelines during a state of emergency. All hospitals are implementing this same list.
- **Orientation:** Facility must agree to orient travelers the day we can get them there
- **Length of Assignment:** Minimum of 3 Weeks required (Recommended is 6 weeks, but not mandatory). Extensions available upon request
- **Type of Patient Care:** Confirm if travelers will work with COVID-19 patient directly or indirectly
- **Needs:**
  - **Specialty / How Many / Shift:**
- **Start Date:**
- **48 Hours:** 48 Hr. Guarantees Are Highly Recommended to maximize staff (OT is billed After 48). Can also accommodate 36 Hr. Guarantees. All travelers will be on weekly guarantees (36 or 48 hr.'s), however. their assignment can be cancelled at any time. No fee or penalty, but a hospital must pay out full week's pay if you need to end an assignment early i.e. if a traveler works Monday and the assignment is cancelled, the facility is liable to paying the remainder of that week's guarantee pay.
- **Auto-Offers:** Aya has team of over 25 clinicians, each with over 15 years of experience who will be conducting Aya Auto-Offers. Their Clinical Team will call and verify job descriptions with your Managers to ensure we have a detailed description for each position. They will screen candidates (turn-around time is 24 hours or less to interview). They will green light and offer a candidate it fits your requirements or deny if they are not a fit. Aya's Clinical Team has a less than 3% clinical cancellation rate over the past 5 years. Ensures a fast, timely, accurate and quality "interview to offer to start that assignment" rate.

We hope you find this information helpful. Hospitals and states nationwide have secured contingency plans, and we want Arkansas to be well-prepared. Qualivis / Aya can be used simply as a safety net and we hope you won't need deployed staff; however, we want every hospital and community to be well-equipped for the pandemic.

[Aya Compliance Requirements – Crisis Response – Active Clients](#)

[Aya Crisis Response Proposal Summary](#)

[Crisis Staffing RN Unit Description](#)

[LW-Lab-MT-MLS-CLS-Microbiology-Tech-ID-Form](#)

[Respiratory Therapist Job Description-LW](#)



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**Qualivis**