



CHA Locums MSP Member Introduction



CHA LOCUMS MSP

- Overview of CHA Locum's Member Program
- Approach and Key Differentiators
- CHA MSP TEAM
- Market Rate Analysis
- Agency Network
- Rate Plan Optimization
- Contract Process
- Time line for - March 1st go live date
- Next Steps



Overview of CHA Locum's Member Program

CHA is introducing a new and more cost effective way to fill long-term, short-term and immediate needs for physician and advanced practice healthcare providers.

- **Competitive Pricing:** CHA members can leverage buying power to drive favorable terms and fair market pricing
- **Cost Controls:** Managed approval processes through technology with built-in alerts
- **Real-time Financial Data:** Ability to project, track and analyze locum spending trends, utilization and compliance
- **Expand Locum Supply Pool:** Access to multiple locums agencies with real-time visibility into locum ordering
- **Broaden Candidate Reach:** Job reqs go out to multiple agencies at once to CHA Agency Network
- **Decrease time to fill Rate:** System driven process moves candidates through recruitment to onboarding stage rapidly
- **Dedicated Account Management:** Performs daily follow-up and communications with managers and agencies
- **Improved Screening:** Ensures that pre-submission requirements have been met and only quality profiles are submitted
- **Vendor Scorecard:** Ability to rate agencies based on performance metrics



Approach

Consolidated approach to sourcing and managing contract labor gives CHA members greater buying power and visibility into locum utilization and spending trends.



Healthcare Workforce Logistics has developed a three-step approach that helps healthcare employers gain back control over agency spending.

- 1 Dynamic Sourcing Process** that combines market-based pricing analysis, proprietary real-time market demand data, and unique insight into agency delivery capabilities.
- 2 Vendor Neutral Approach** to agency management that creates an open-marketplace for agencies to compete with each other to deliver the highest qualified professionals reducing time-to-fill and ensuring the best match for the healthcare employer's need.
- 3 Advanced Proprietary VMS Technology** with customized workflows for all disciplines, and the ability optimize utilization of internal resources, reducing dependency on outside agency.



Key Differentiators



Contract Management - Our contracting process engages all stakeholders in a careful process that ensures competitive market rate structures and supplier commitment. Through one standard agreement, CHA members will have access to a network of top locum suppliers. Members will have ability to sign off and negotiate on all pricing terms at time of locum engagement.



Program Support – CHA HWL Team will provide dedicated resources to ensure all operational and contract labor standards are met to members satisfaction. MSP greatly reduces physician recruiter workload so they can stay focused on perm placement.



Vendor Management Technology - Customizable features to support specific onboarding, disclosures and specific facility information and documents. Easy-to-use, platform that allows greater transparency and competition between locum suppliers. Vendors are able to work in a centralized system for better opportunities. Time keeping functionality captures locum time with approval routing for more accurate invoicing.



Reporting and Business Analytics - Reports that look at an organizations' productivity metrics to include contract labor spend analysis by department and location, contractor utilization by job type, days worked and projected spend analysis.



Program Support

CHA Members can make one call to CHA resource team, or input the order into the VMS or email a team member at CHAMSP@HWLmsp.com in order to place an order for a Locum or Advanced Practitioner.



Dedicated Resources

- Liaison between CHA facilities and the staffing agencies
- Manage agencies to get quality candidates submitted in timely manner
- Work with facilities to ensure quick evaluation & hiring decisions
- Periodic agency negotiations and agency contract resolution
- Manage technology deployment and ongoing support
- Resolve time card and billing disputes with agencies
- Insure accurate and timely invoicing

Back Office Support Staff

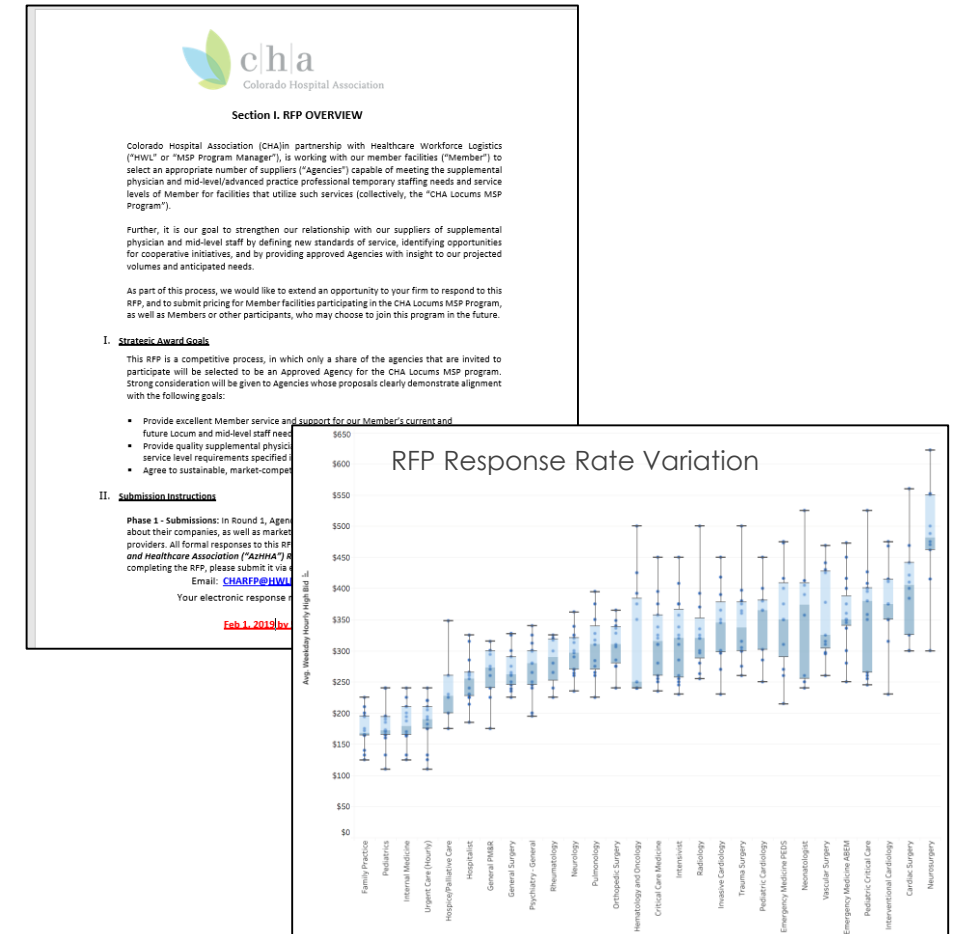
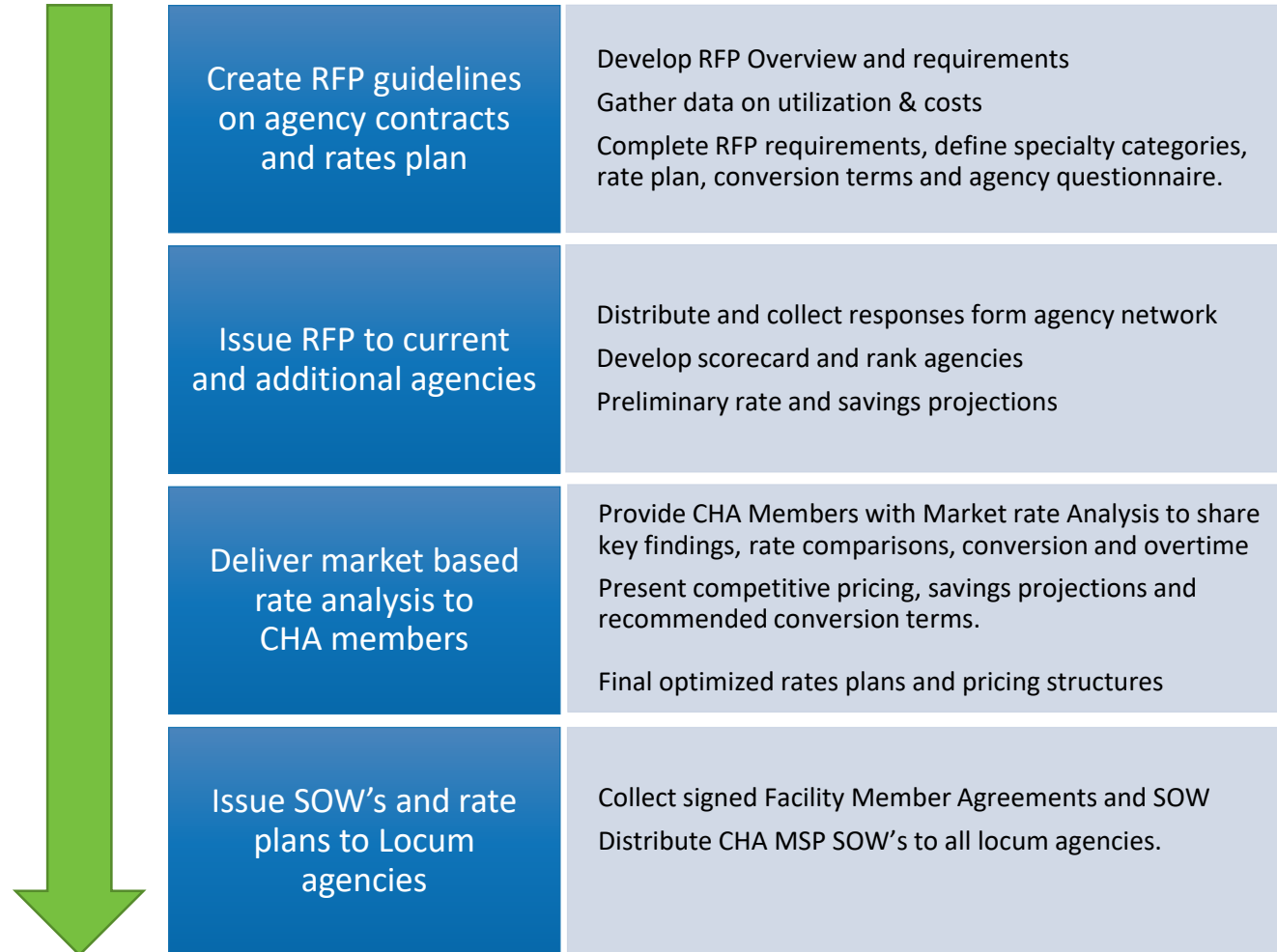
- Manage logistics of billing and invoicing
- Contract term and rate evaluation and re-negotiation, as needed

Technology Support

- Configuration of dedicated environment
- Training and 24/7 technology support
- Regular feature enhancements



CHA MSP: Rate Plan Optimization



Agency Network

A vendor neutral model is supported by the nation's top locums agencies, some of whom are listed below. As a result we are able to achieve competitive pricing and very high fill rates.



LocumTenens.com



BARTON
ASSOCIATES
THE LOCUM TENENS EXPERTS

Elevate
HEALTHCARE CONSULTANTS



Fusion
MEDICAL STAFFING



MEDICALadvantage
The Advantage In Medical Placement™

Nomad

NorTek
Medical Staffing Inc.



PhysiciansPRN™
um Tenens Staffing



PINNACLE HEALTH GROUP
Pinnacle Locum Tenens



the talent
SOCIETY



NEXTlocums



ALLIANCE
RECRUITING RESOURCES



Wellhart


INTEGRITY LOCUMS



CHA Locums Facility Agreement – three components

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CHA MSP LOCUM FACILITY Agreement



CHA Managed Services Program Agreement

This Managed Services Program Agreement ("Agreement") is made as of the [Publish Date], 2018 (the "Effective Date") by and between Healthcare Workforce Logistics, LLC ("HWL"), a Georgia limited liability company with offices located at 2655 Northwinds Parkway, Alpharetta, GA 30009, and [Company], with its principal office located at [Company Address] ("Customer" and each a "Party" and together the "Parties") on behalf of itself and the Facilities (as defined below).

RECITALS OF FACT

WHEREAS, HWL provides temporary staff contracting and vendor management services to assist healthcare employers and providers in managing their contract labor usage and costs, including (i) securing and managing agreements with staffing agencies (as further described herein, "Agency Contracts") for the purchase of temporary, external staffing services to supplement the staff employed by Customers ("Contract Management Services"), and (ii) managing the procurement of such staffing services through Agency Contracts on an ongoing basis ("Vendor Management Services"). Collectively, the Contracting Services and Vendor Management Services provided by HWL shall be referred to as the "MSP Program";

WHEREAS, Customer and Customer's subsidiary and affiliated healthcare organization(s) or individual(s) (collectively, as more fully defined below, the "Facilities") are not affiliated with HWL;

WHEREAS, Customer desires to engage HWL, and HWL is willing, to provide its MSP Program for Customer's benefit;

NOW, THEREFORE, the Parties, in consideration of the mutual promises contained herein and other good and valuable consideration given and received, agree as follows:

1. OBLIGATIONS OF HWL

1.1. Contract Management Services. HWL will use its best efforts to make Agency Contracts available to Customer and its Facilities to meet the current or anticipated labor modalities and types (travel & per diem) both clinical and non-clinical as specified only on Exhibit A, Letter of Authorization. HWL will negotiate and manage such Agency Contracts with staffing agencies appropriate for Customer's expressed needs and that meet Customer's pricing and service level requirements. A temporary staffing agency may not offer an exclusive arrangement with Customer, but rather such agency may have contracts currently in place for other Customers of HWL as well.

1.2. Vendor Management Services. HWL shall provide the following Vendor Management Services: (i) managing relationships with Agency Contract vendors and monitoring their adherence to contract pricing and service levels, including evaluating vendors based on their delivering temporary staff according to negotiated contract terms; (ii) requiring Agency Contract vendors to provide rigorous and timely reporting of critical procurement metrics; (iii) managing relationships with Customer and its Facilities to ensure that Customer and its Facilities' staff are informed of the Agency Contracts and ordering procedures; (iv) providing systems, processes and training to assist Customer and its Facilities in their day-to-day

CHA Managed Services Agreement Customer 2018 Page 1 of 18

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MSP Locum Agency Agreement




Exhibit C

Managed Service Provider (MSP) Agency Agreement

This MSP Agency Agreement (this "Agreement"), effective as of _____ (the "Effective Date"), is between Healthcare Workforce Logistics, LLC, a Georgia limited liability company with offices located at 2655 Northwinds Parkway, Alpharetta GA 30009 ("HWL"), and _____, a _____ corporation with offices at _____ ("Agency").

HWL and Agency agree as follows:

1. Definitions. The definitions for some of the defined terms used in this Agreement are set forth below. The definitions for other defined terms are set forth elsewhere in the Agreement and are hereby incorporated herein.

1.1 "Administrative Fee" means the fee charged to Agency for its use of the VMS System to place a Provider with a Customer or Facility, which fee is based on the dollar value of invoices issued to a Customer by or for Agency for Services provided by the Provider, as more fully described under Section 5.

1.2 "Assignment Agreement" means the agreed terms and conditions generated through the VMS System to effect a Provider placement in response to a Requisition and executed between Customer (or HWL on Customer's behalf) and Agency through the VMS System, which, among other things, will specify the final pricing and terms associated with the placement of a Provider.

1.3 "Complete Candidate Profile" means a profile that contains all of the information, documentation, and attestations requested in regard to a candidate, as set forth in each SOW and for which Agency has secured Provider's permission to submit to a Customer for a Requisition.

1.4 "Customer" means any client of HWL that is party to an MSP Program Agreement on behalf of itself and its Facilities that may purchase Services under this Agreement.

1.5 "Facility" or "Facilities" means the subsidiary and affiliated healthcare provider(s) of an HWL Client which has been identified as a healthcare delivery location that may purchase Services under this Agreement and has been given access to the VMS System.

1.6 "MSP Program Agreement" means the Managed Services Program Agreement between HWL and an HWL Client.

1.7 "Provider" or "Providers" means any temporary worker who is considered to meet the job requirements described by the Customer, through verification of reasonably available credentials consistent with applicable standards in the industry.


1.8 "Requisition" means a request from a Customer through the VMS System as described under Section 8.2 for the Services of one or more Providers.

1.9 "Services" means the services performed by a Provider.

1.10 "Staffing Services Agreement" or "Agency Agreement" means the standard terms and conditions of this Agreement and relevant addenda which have been incorporated into

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Statement of Work (SOW)



ATTACHMENT B
FORM OF STATEMENT OF WORK
NURSING, ALLIED AND REHAB

This Statement of Work [] ("SOW") is effective as of _____ (the "Effective Date") between _____ ("Agency") and Healthcare Workforce Logistics, LLC, acting as agent for one or more Customers ("HWL"). Upon execution by the parties, this SOW becomes a Statement of Work under (and as that term is defined in) the Managed Service Provider (MSP) Agency Agreement effective as of _____ between the parties hereto (the "Agency Agreement"). Capitalized terms used but not defined herein shall have the meaning ascribed to them in the Agency Agreement.

SECTION 1.0: PROVIDER CLASSIFICATIONS AND SPECIFICATIONS

1.1 Provider Classifications. The VMS will contain rates for the following Provider Classifications:

Nursing classifications include, but not limited to: Registered Nurse (RN), Licensed Vocational Nurse (LVN), Case Managers, Charge Nurse, Certified Nursing Assistants (CNA).

Allied classification include, but not limited to: Respiratory Therapist, Respiratory Tech (RT) Imaging Service Radiology OR Tech Sterile Processing Tech (SPT) Echo Tech Med Lab Tech Cathlab Tech Histology Technician.

Rehab classifications include but not limited to: Physical Therapist (PT), Occupational Therapist (OT), Speech-Language Pathologist (SLP), Certified Occupational Therapist Assistant (COTA), Licensed Physical Therapist Assistant (LPTA).

1.2 Candidate Submission Requirements

	Required	Preferred
Current CV/Application	X	
Attestation that Agency has communicated directly with candidate and obtained approval for submission of CV/Application to Customer	X	
Completed skills checklist	X	
Current License in State where Customer is located		X
References from two (2) managers		X

1.3 Credential Requirements. The credential requirements applicable to this SOW are located in the Credential Requirements Table below and at the Secure Link, which will be updated as required

SOW Sample Nursing Not For Profit Client 02.20.18.docx Page 1 of 13

- **CHA MSP Facility Agreement.** This establishes the contractual relationship between CHA, HWL and the Agency. (12 pages) Facility CEO signs page 12 and 13.
- **EXHIBIT C -** This CHA Locums Agency Agreement is the standard terms and conditions for all Locum Agencies in CHA MSP. Exhibit C is part of the CHA MSP Facility agreement in which all parties are bound (including all addendums, attachments, and SOW's
- **SOW.** The Statement of Work is specific to facility member and part of the agreement. Each facilities requirements are customize, i.e. credentialing, onboarding, screening requirements, rates, and conversion fees, travel expense requirements, etc.

Implementation Timeline

CHA Locum MSP Project Plan	Timeline
Announce MSP to CHA Members	February 10, 2019
Gather commitment from CHA Members	February 10, 2019 – (On going)
Send out MSP Overview and Agreements	February 10, 2019 – (On going)
Review and Finalize Member Agreements	February 28, 2019 – (On going)
Conduct RFP with Agency Vendors	February 10 – February 28, 2019
Send Announcement Letter and RFP Packet to Agencies	Week 1
Analyze and Review Agency responses	Week 2
Complete Market Rate Analysis /	Week 3
Review Market Analysis and send to participating members	February 28
VMS Solution Configuration	March 1 – March 14, 2019 2 weeks
Configure VMS based Facility specific SOW's, pricing terms and candidate engagement workflows	Week 1
Configure Dashboard with CHA Logo	Week 2
Training Plan	March 1, 2019 – On going
Web-Based Agency Training	March 1, 2019
Web-Based and facility Member Training	March 1, 2019 – on going
Program go live- CHA MSP	March 1, 2019



HL BUSINESS CASE STUDY LOCUMS MSP

CLIENT OVERVIEW

Client operates a network of: **500+** behavioral healthcare facilities

With more than 15,000 beds in more than 35 states. Client provides behavioral health and addiction services to its patients in a variety of settings, including inpatient psychiatric hospitals, residential treatment centers, outpatient clinics and therapeutic school-based programs.

SITUATION SUMMARY

Locums management program prior to HL

- Approximately \$5MM spend on locums per annum.
- Highly decentralized process with agencies negotiating individual contracts with each facility, resulting in inconsistent requirements across the system and different rules of engagement with each agency.
- Utilization and price negotiations conducted at the facility level.

KEY CHALLENGES

- Client dependent on specialized/high demand locum physicians and mid-level providers to ensure continuity of patient care when internal resources are not available
- Highly complex rate schedules and rules of engagement with no existing standardization of rate cards.
- Decentralized accountability structure with P&L responsibility at the individual facility level (ICF).





Next Steps

- Market Rate Analysis will be sent to participating members at the end of February to lock in competitive pricing
- Please feel free to contact me with questions or send me an outlook invite to review the agreement and SOW.
- CHA MSP PROGRAM [GO LIVE IS MARCH 1st](#)

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