

CASE STUDY

# Staffing for an Epic EMR Conversion at a Monterey Bay Hospital

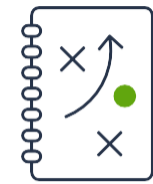


Medical  
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# Introduction

A 240-bed hospital in the Monterey Bay area planned an electronic medical record (EMR) conversion to EPIC that required a concentrated surge of clinical staff in a compressed onboarding window. Their primary MSP could not source enough specialty RNs quickly enough due to limited orientation dates, so they engaged Medical Solutions as a secondary clinical staffing partner to ensure the conversion stayed on schedule and patient care continuity was maintained.

Medical Solutions provided targeted clinical sourcing, proactive compliance management, and coordinated scheduling to fill a large volume of roles across multiple orientation sessions. The partnership delivered nearly all starts on time, eliminated major compliance issues, and strengthened an ongoing relationship that led the client to invite Medical Solutions on-site for future collaboration.



## The Challenge

The hospital faced a time-sensitive spike in staffing needs tied directly to an Epic conversion. The conversion required many specialty RNs to be onboarded and oriented on fixed dates; the hospital's primary MSP could not fill all orders quickly enough given the unusual volume and short timeline.

### Key challenges included:



Large volume of clinician requisitions (92 total).



Short, fixed orientation/onboarding windows.



Low historical traveler utilization—MSP had limited bench for specialized roles.



Risk of delayed go-live, interrupted patient care, and inadequate training for permanent staff.



## The Strategy

Medical Solutions deployed a highly coordinated approach focused on compliance, planning, and continuous communication. We reduced administrative friction, created a shared staffing roadmap that the client could rely on, and kept recruitment tightly engaged from order open to clinician start.

### How Medical Solutions Helped



Assigned a Clinical Staff Compliance Specialist (CSCS) to manage credentials, expirations, and onboarding documentation actively, and reduce admin burden.



Shared and adapted proven Epic conversion staffing matrices to align onboarding and department go-live dates and built a joint scheduling framework with the client.



Maintained constant recruitment engagement to review upcoming orders, bill rates, and specialty requirements, and to provide real-time updates from pre-order through placement.



Coordinated clinician placements across limited orientation dates to avoid domino scheduling effects and to accommodate replacements, reschedules, and last-minute changes.



Provided optional resources (civico access and clinical interviews) to accelerate qualification when desired while remaining flexible to client preferences.

# Implementation

Medical Solutions executed the plan by combining operational discipline with rapid, transparent communication and compliance oversight.

- ✓ Assigned a Dedicated CSCS
- ✓ Shared Historical Epic Staffing Matrices
- ✓ Partnered with Recruitment for Detailed Review of Needs
- ✓ Tracked Progress and Maintained Recruitment Contact Continuously

- ✓ Regularly Updated Recruitment Group and Hospital Stakeholders
- ✓ Coordinated Clinician Start Dates Across Seven Orientation Sessions
- ✓ Maintained 24-Hour Accessibility for Rapid Issue Resolution
- ✓ Offered Additional Tools Like ciro and Clinical Interviews As Needed

# The Results

Medical Solutions successfully staffed the clinicians required for the Epic conversion, enabling the hospital to meet conversion timelines with minimal disruption to patient care and training. Proactive compliance management and the shared staffing matrix became enduring practices for the client beyond this project.

92

Total requisitions

45

Clinicians placed by  
Medical Solutions

7

Orientation sessions  
coordinated

95%

On-time starts

3

Clinicians rescheduled  
from original start dates

2

Backouts  
replaced quickly

1

Client cancellation  
due to overstaffing

6

New headcounts added  
post-project, plus  
numerous extensions

5-star

rating by the client,  
and an invitation for  
an onsite visit

# About Us



## Medical Solutions™

Medical Solutions is one of the nation's leading healthcare workforce partners, delivering workforce solutions, advisory services, technology, recruiting, and staffing. With expertise across managed services, internal resource pools, virtual health, workforce disruption, contingent staffing (including PRN, local, and travel), interim leadership, domestic and international direct hire, and dedicated managed staffing, Medical Solutions empowers healthcare systems to optimize labor costs, improve patient care, and prepare for future workforce needs.

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