



ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

44 June 4, 2024

Los Angeles County
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June 04, 2024

EDWARD YEN
EXECUTIVE OFFICER

The Honorable Board of Supervisors
County of Los Angeles
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Los Angeles, California 90012

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Chief Deputy Director, Clinical Affairs

Nina J. Park, M.D.
Chief Deputy Director, Population Health

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Administrative Deputy

Dear Supervisors:

APPROVAL OF AMENDMENTS TO EXTEND TEMPORARY HEALTHCARE PERSONNEL AGREEMENTS AND APPROVAL TO EXECUTE NEW OR SUCCESSOR SPECIALTY MEDICAL SERVICES MASTER AGREEMENTS ON A TEMPORARY, AS-NEEDED BASIS WITH QUALIFIED MEDICAL PROFESSIONALS (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

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SUBJECT

Approval to (i) extend and otherwise amend master agreements for Temporary Nursing Personnel Services, Temporary Medical Personnel Services, Physician Registry Services and Temporary Therapeutic Hemapheresis and Dialysis Services (collectively, temporary healthcare personnel agreements) with multiple contractors and to enter into new temporary healthcare personnel agreements, and (ii) to execute new and successor agreements with qualified medical professionals for the provision of as-needed Specialty Medical Services (SMS) for use by the Department of Health Services (DHS) and other Los Angeles County (LA County) departments.

IT IS RECOMMENDED THAT THE BOARD:

1. Delegate authority to the Director of DHS (Director), or authorized designee, to: (i) execute amendments to temporary healthcare personnel agreements, including those listed in Attachment 1, effective upon execution following the Board of Supervisors' (Board) approval, to extend the term of each such agreement for the period of July 1, 2024 through June 30, 2025, with two (2) one-year extension options, for the continued provision of as-needed medical services, at an estimated annual cost of \$298.0 million; and

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(ii) execute new agreements for temporary healthcare personnel with qualified entities, subject to prior review and approval as to form by County Counsel.

2. Delegate authority to the Director, or authorized designee, to execute new and successor master agreements for temporary, as-needed SMS with qualified medical professionals, effective July 1, 2024 through June 30, 2025, with four (4) one-year term extension options, for a maximum agreement term of five (5) years and an estimated annual cost of \$53.0 million.

3. Delegate authority to the Director, or authorized designee, to: (i) exercise term extension options for temporary healthcare personnel and as-needed SMS agreements (cumulatively, agreement(s)); (ii) add, delete, and/or modify certain terms and conditions of the agreements as required by law, LA County policy, the Board, or the Chief Executive Officer; (iii) modify the agreements, including scope of services, classifications, and compensation within the maximum compensation limits, for operational efficiencies and to address changes in service needs, with corresponding changes to payment terms; (iv) incorporate and/or revise non-substantive and administrative terms and conditions; (v) increase and otherwise adjust compensation for existing and new classifications in order to allow for service differentials, to remain competitive with market rates and to respond to emergencies; and (vi) effect termination of agreements, with all such actions that require amendments to agreements subject to prior review and approval by County Counsel.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Background and Justification

For over two decades, the Board has been instrumental in enabling DHS and other LA County departments (e.g., Public Health) to effectively meet fluctuating healthcare demands by consistently approving the renewal of temporary healthcare personnel and SMS agreements. The Board's approval of these agreements has helped DHS to ensure that LA County patients receive critically needed care and treatment. Having the agreements in effect, coupled with delegations of authority granted by the Board that allow DHS to administer these agreements at the departmental level, including the ability to negotiate adjustments to rates, facilitated the timely mitigation of impacts from the local emergency related to COVID-19 and potential risks of labor actions to emergency and critical health services. These agreements and corresponding delegations of authority, which provide DHS the nimbleness to maintain consistent staffing coverage, are slated to expire on June 30, 2024.

While it is an ongoing priority and goal at DHS to meet the needs of LA County with permanent employees, temporary healthcare personnel agreements and SMS agreements are inherently needed to supplement DHS during intermittent staffing shortages, peak or intermittent demand, emergencies, as well as vacations, and planned and unplanned leaves at LA County facilities and programs. Further, as one-time and temporary funds become available, these agreements facilitate the timely implementation of corresponding initiatives. As an example, during the COVID-19 pandemic, these agreements were leveraged by LA County to open and operate numerous quarantine and isolation sites. The increase in demand for temporary staff resources and low supply at the time, locally and nationally, triggered increases to rates for high-demand positions in healthcare.

Post-pandemic, the healthcare market has continued to be competitive and this prompted DHS to evaluate contract rates for roles that had not been increased in many years, and, as a result, had

become increasingly difficult to fill, such as radiologists and anesthesiologists. Additionally, while DHS has seen a reduction in registered nurse turnover in 2023, the Southern California healthcare landscape continues to face challenges along with some healthcare roles experiencing nationwide workforce shortages. The Board has historically approved rate increases and differentials under these agreements to align compensation to contractors with that in the private sector, and delegated authority to DHS to make subsequent adjustments to the contract rates, as necessary, in order for LA County to obtain healthcare resources. Therefore, DHS is seeking renewed support and delegated authority from the Board to continue to obtain temporary and as-needed registry coverage at competitive rates.

Temporary Healthcare Personnel Agreements

As previously mentioned, access to temporary as-needed staffing is inherently needed for stable delivery of patient care and especially in 24/7 patient care settings. While DHS and LA County continue to prioritize recruitment efforts and hiring initiatives, there are varied and complex factors for temporary as-needed staffing such as retirements/turnover, cyclical educational programs to produce qualified and licensed candidates, hiring/exam processes, recruitment challenges in certain fields or by location/shift, peak or seasonal workloads, and the need to backfill employees on leave or pending temporary or permanent work restrictions. In addition, DHS employees and workforce engaged via current temporary healthcare personnel services agreements are involved in the implementation of DHS' enterprise-wide, standardized and integrated acuity, scheduling, and time capture system named ASTER (Acuity, Scheduling and Time Employee Resource), which provides a patient acuity system for in-patient nursing and replaces manual schedules with a dynamic scheduling system. Implementation of the ASTER system is projected to continue through the end of 2024, following successful go-lives at multiple DHS facilities with ASTER being utilized by DHS employees and temporary healthcare personnel.

By authorizing DHS to extend the existing temporary healthcare personnel agreements, the Board will be helping to prevent disruptions and delays to the DHS-wide implementation of the ASTER system. Replacing the current agreements at this juncture would require updating and adding new temporary healthcare personnel agreements and their workforce to the ASTER system, system reprogramming and extensive data entry, all of which would cause delays in the ASTER system implementation process. Therefore, extending the existing temporary healthcare personnel agreements is the most prudent choice for DHS at this time.

Specialty Medical Services Agreements

DHS has historically faced challenges in recruiting and hiring appropriately qualified and specialized medical professionals, such as physicians and advanced practice providers, to meet the healthcare needs of patients. To mitigate this issue, DHS continues to need the ability to engage SMS contractors, either as independent contractors or through specific organizations, including local hospitals and universities, to supplement LA County's workforce and ensure consistent quality of care.

Recommendations

Approval of the first recommendation will authorize the Director, or authorized designee, to extend the current temporary healthcare personnel agreements that are scheduled to expire on June 30, 2024, and to enter into new temporary healthcare personnel agreements to supplement LA County's workforce at the healthcare facilities as needed to ensure that LA County patients receive critically needed care and treatment and to prevent disruption to the DHS-wide implementation of the ASTER

system.

Approval of the second recommendation will authorize the Director, or authorized designee, to execute new SMS agreements and replace the current SMS agreements that are scheduled to expire on June 30, 2024, to ensure that LA County can continue to secure front line medical professionals to support critical operations and to meet patient needs, especially during staffing shortages, workload surges or emergencies.

Approval of the third recommendation will authorize the Director, or authorized designee, to make necessary contractual modifications to effectively manage and terminate all agreements as necessary. This will enable LA County to be nimble in a fast-paced industry and to remain competitive in contracting with the most qualified and experienced medical professionals available, thus ensuring that DHS and other LA County facilities remain staffed for critical patient care needs, even at times of peak demand, and continue to offer compensation differentials for medical professionals to fill staffing needs in the facilities and programs that have traditionally had difficulty recruiting and retaining medical professionals due to their geographic locations or challenging working environments, such as High Desert Regional Health Center and Correctional Health Services.

Implementation of Strategic Plan Goals

The recommended actions support North Star 1 – Healthy Individuals and Families and North Star 3 – Flexible and Efficient Infrastructure of LA County’s Strategic Plan.

FISCAL IMPACT/FINANCING

The estimated annual cost for the temporary healthcare personnel agreements is \$298.0 million, and for the SMS agreements is \$53.0 million. Funding is included in the DHS Fiscal Year (FY) 2024-25 Recommended Budget using existing resources and will be requested in future years’ budget, as necessary. There is no net County cost impact associated with the recommendations.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The temporary healthcare personnel agreements and SMS agreements include all Board required provisions and have been approved as to form by County Counsel. Neither temporary healthcare personnel nor SMS agreements are subject to Chapter 2.121 (Contracting with Private Businesses) of the LA County Code, as these agreements are for temporary, as-needed services.

LA County may terminate the temporary healthcare personnel agreements and SMS agreements upon written notice as set forth in the agreements.

Specialty Medical Services

Under the terms of SMS agreements, LA County provides indemnity to independent contractor physicians, with the exclusion of reckless or intentional misconduct and illegal acts, as a form of medical malpractice insurance coverage consistent with the industry standard.

CONTRACTING PROCESS

The temporary healthcare personnel and the SMS agreements have been and will continue to be based on agreement templates containing Board-required provisions and approved as to form by County Counsel and offered only to service providers that meet certain predefined qualification requirements. Due to the sensitive nature of services provided under the SMS agreements, each prospective contractor will be required to undergo a rigorous qualifying process, which, at a minimum, includes a review of applicable licensing and other accreditations to ensure good standing, background checks, and other processes as required prior to execution of the agreements.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommendations will ensure that LA County can adequately meet the healthcare needs of patients with appropriate staffing at all times.

Respectfully submitted,



Christina R. Ghaly, M.D.

Director

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Enclosures

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors

Temporary Nursing Personnel Services

	Agreement #	Contractor
1	H-705539	Associated Health Professionals, Inc.
2	H-705540	ATC Healthcare Services, Inc.
3	H-705984	Cross Country Staffing, Inc.
4	H-705542	EZ Staffing, Inc.
5	H-705545	Master Staffing, Inc.
6	H-705993	Maxim Healthcare Services, Inc.
7	H-705986	PS National, Inc. dba Professional Staffing
8	H-706546	Platinum Healthcare Staffing
9	H-706545	Medipro Medical Staffing, LLC
10	H-705987	Professional Resource Enterprises, Inc. dba UNI
11	H-705989	Aequor Healthcare Services LLC dba USSI
12	H-708595	Asereth Medical Services
13	H-708596	KPG Healthcare, LLC
14	H-708717	Medica Talent Group, Inc.
15	H-708719	X-PRT Staffing Inc.
16	H-708718	Assignment America LLC dba Cross Country Workforce Solutions Group
17	H-708721	Aya Healthcare Inc.
18	H-708735	Be Well Nursing
19	H-708749	Medical Referral Network International dba ESP Personnel
20	H-708720	Medical Solutions, LLC
21	H-708748	Tempus LLC dba Epic Travel Staffing
22	H-708915	Healthcare Staffing Professionals, Inc.
23	H-709294	SHC Services, Inc.
24	H-709295	NuWest Group Holdings, LLC
25	H-709296	Prolink Healthcare, LLC
26	H-709297	Covelo Group, Inc.
27	H-709298	Pulse Clinical Alliance California LLC
28	H-709299	Wynden Stark LLC dba GQR Global Markets
29	H-709330	SnapMed Tech, Inc.

Temporary Medical Personnel Services

	Agreement #	Contractor
1	H-706577	American Staffing Registry, Inc.
2	H-706571	Asereth Medical Services
3	H-706569	Associated Health Professionals, Inc.
4	H-707357	ATC Healthcare Services, Inc.
5	H-707842	B2B Staffing Services, Inc.
6	H-706567	Cross Country Staffing, Inc.
7	H-706573	Echo Tech Imaging, Inc.
8	H-706856	Fusion Medical Staffing, LLC
9	H-706561	Global Service Resources, Inc.

Temporary Medical Personnel Services

	Agreement #	Contractor
10	H-706575	Golden Imaging
11	H-707426	Healthcare Staffing Professionals, Inc.
12	H-707012	KPG Healthcare, LLC
13	H-706578	Maxim Healthcare Services, Inc.
14	H-706607	Photon Physics Services, Inc.
15	H-706564	Platinum Healthcare Staffing
16	H-706562	Preferred Healthcare Registry, Inc.
17	H-706570	Pridestaff, Inc., dba RX Relief, Inc.
18	H-706568	Medipro Medical Staffing, LLC
19	H-706566	Siracusa Enterprises, Inc. dba Quality Temp Staffing
20	H-706592	Soliant Health, Inc.
21	H-707930	SHC (Supplemental Healthcare) Services, Inc.
22	H-706560	Synaptic Technologies, Inc.
23	H-706563	X-PRT Staffing, Inc.
24	H-708912	Vista Staffing Solutions, Inc.

Physician Registry Services

	Agreement #	Contractor
1	H-706642	KPG Healthcare, LLC
2	H-704378	Anesthesia Provider Group
3	H-706714	Jackson & Coker
4	H-704379	Pacific Anesthesia Provider Group
5	H-708229	American Correctional Solutions, Inc.
6	H-704381	Medical Doctor Associates, LLC dba Cross Country Locums
7	H-708351	Orbit Health, A Professional Corporation dba Orbit Health Telepsychiatry
8	H-708311	Vista Staffing Solutions, Inc.
9	H-708571	Asereth Medical Services
10	H-709509	ExMed, Inc.
11	H-709511	Imperial Locum Services, APC
12	H-709512	Maxim Physician Resources, LLC dba Maxim Locum Tenens and Advanced Practitioners
13	H-709513	Registry of Physician Specialists

Temporary Therapeutic Hemapheresis & Dialysis Services

	Agreement #	Contractor
1	H-707037	Southland Medical Dialysis, Inc.
2	H-705990	HaemoStat, Inc.
3	H-709331	KidneyCare Dialysis, Inc.
4	H-710230	Blood Bank of San Bernardino and Riverside Counties dba LifeStream