

Temporary Staffing Agency Survey LeadingAge Kansas and KHCA

Closed January 10, 2022

Respondents n = 51

76.5% contract with one or more agencies

26% say there are agencies that they will not contract with due to poor experience or reputation

Names of Staffing Agencies:

1. QS Nurses
2. Cascade (Highest # of contracts among respondents)
3. Cornerstone dba Advena
4. Vision Staffing
5. Trinity United LLC
6. All Staff
7. CareStaf
8. Favorite Healthcare Staffing
9. Zack Group
10. Squad Builders
11. Ascension Home Health
12. SFT Medical
13. All Star Staffing
14. Interim Healthcare
15. Clipboard health
16. A Helping Hand
17. Signature Nurses
18. Tri-State Nursing
19. Express Services
20. Superior Care
21. Heartland Healthcare
22. TLC
23. MedServices
24. Intely Care
25. Primetime
26. Total Nurses Network
27. ShiftKey
28. True Care
29. Nexstaff
30. Backup Medical Solutions
31. Cross Country
32. LS Premier Staffing
33. Central Nursing
34. Benefits of Home Senior Care
35. Peace at Heart
36. Home Town Health Care
37. Grapetree
38. At Home Health
39. GraceTeam
40. Norton Staffing
41. Prestige
42. Spectrum
43. Rebel
44. Sunshine Nursing
45. Oasis Staffing
46. Senior Helpers
47. Integrity Staffing
48. The Nurse Company
49. 24 hour Nurse Staffing
50. Walden Healthcare Staffing
51. Titan Nurse Staffing
52. Qualivus
53. LTC
54. Visiting Angels

Location of Staffing Agencies operating in Kansas

In-state: Salina, Great Bend, Wichita, Overland Park, Lawrence, Basehor, Topeka, Frankfort, Phillipsburg, Junction City, Hutchinson, Emporia, Concordia, McPherson, Goodland, Leavenworth.

Out of state: Indiana, Texas, California, Massachusetts, South Carolina, Iowa, Nebraska, Washington, Florida

Will not contract with these due to poor experience or poor reputation (some of these had multiple responses)

1. MedStaff
2. Walden company out of Wichita; said they would not educate staff
3. Cascade
4. SFT
5. Zach Group
6. Squadbuilders
7. AAOC
9. TriState. Not only with their billing department but also with the quality of nurses and CNA's.
10. Tri-Source Staffing: worker quality, company managed poorly, multiple/consistent billing errors
11. Franks Golden Girls, staff not dependable

Select Comments

1. Quality of staff provided is decreasing as time goes on. Staff will not show or cancel within minutes of their scheduled shifts. Rates keep rising, "special crisis" rates are agreed upon, but agency staff continues to insist upon "bonus" money added to their already astronomical wages in order to not "walk out" during shift. Staff does walk out leaving residents and other staff with little recourse and increased frustration. Agency staff talks amongst themselves and with our staff about wages and other issues trying to lure our staff to agency. Despite attempting to welcome and make agency staff feel appreciated there is a definite barrier between many of them and our staff. While we have a few absolutely wonderful, consistent staff provided by agency, by far, most are more trouble than they are help. The amount of time that it takes to communicate needs, negotiate terms of the shift, orient, and lead agency staff is utterly exhausting. Most of our on call calls are due to agency staff not showing, being late, being rude, threatening to leave, or my favorite demanding a bonus.... Agency staff has little, if any, responsibility to the residents, staff and administration at the facility. We can educate but we cannot discipline. We had an incident where agency staff failed to report an allegation of abuse for greater than 48 hours. The facility acted immediately upon report, but, the agency, nor the agency staff have any recourse for this action or lack thereof. Failure to abide by regulation and policy is difficult to gauge when the majority of the staff in the building is agency and there is a lack of open communication. The agencies have no responsibility for their actions, their employees, etc. The responsibility and burden, whether it be covering shifts, paying insane wages, or getting a citation or CMP all falls back on the facility, when their hands are literally tied by agency use. The facilities are being held hostage at too high of a risk and too high of a price. The actions, or lack thereof, of the agency staff is often unprofessional and unethical.
2. We are spending thousands of dollars each month on agency. They constantly cancel- we had 37 cancellations over 3 days New Year's weekend , and only 2 were our own staff, the rest agency call ins/no shows. We gave our staff very nice raises and the agency raised their wages too. Its a never ending battle. This is the most difficult time of my 37 years as an Administrator.

3. The high pricing makes it extremely hard to afford when we are experiencing low census. Additionally, with being in a rural area, staffing employees are typically not willing to make the drive when there are so many jobs in their area.
4. We struggled with both agencies not showing up for their shift. We also had multiple issues with the quality of work from both agencies. The cost was between \$27.00 & \$42.00 per hour. Night shift coverage was an additional cost as well as holiday coverage. Agency staff would not clock out for a lunch break. Would love to see a cap on charges and some accountability in place.
5. They don't show up half the time even when they are scheduled and it's just a joke working with most of them. I think the hospital has better luck with them but I know they are currently paying RN a \$150 per hour take home rate so maybe they are able to charge the hospitals even higher rates.
6. In the past we have had poor results with agencies that are based out of state. We have trialed a few more agencies lately but they just do not have staff!
7. They accept but then call off just before 2 hours a head of time. We did find that several of those individuals have been going to places offering a bonus on top of the normal cost.
8. Healthcare agency staff destroys nursing home cultures. With high wages passed on by unreasonable costs to the employer, unless you are in the city and part of a corporate chain involved in the ownership of the agency, I see no purpose or benefit in rural areas. Agency staff also are reputable for their lack of knowledge and support for person centered care, and for hiring the scabs that dry out of the rural areas - subjecting elders to further abuse and neglect.
9. My current home does not use temporary staffing agencies. However, I had a lot of experience with them in the past at my previous home. I found most of the agency employees to be nothing more than a "warm body". Every once in awhile I would find a good worker and I bought out the contracts of those who were good and willing. It was very expensive to buy out the contracts, sometimes \$5,000 or more but if the person was good I felt it was worth it. I hated using agency but a lot of times, that was all I could get. It really upset me when the agency sent people who had worked for me in the past and I had fired. That happened quite a few times. Also, I found the agencies were recruiting my staff and I lost two of my CNAs to a travel agency. I looked at what they were paying a travel nurse and it was insane. Most of her pay was tax free as they only paid her like \$10 per hour but then gave her huge tax free per diems for housing and meals even though we provided free housing and meals. We just could NOT compete with what they were able to pay.
10. Not on time, cancel at last minute, no call-no shows, no one to answer calls when reaching out.
11. We have declined to have some staff not return due to poor quality or not following expected standards
12. Most agencies offer little to no training for their staff. There is about 1 in 10 workers who are actually there for the residents. There should be a limit on the amount of hours or time span a staffing agency can be used per facility. It seems some facilities have had high turnover rates prior to covid even and there are probably underlying toxic/hostile work environment conditions and issues. Creating a limit on utilizing agency staff will better ensure quality cares are given the way the residents deserve and the correct way. Providing free training to struggling facilities with modules and steps to obtain/retain staff and to get their agency staff trained appropriately when they must be utilized.