



A New Era at FocusOne Solutions an Endorsed Business Partner of WHA Resources

Last fall, you may have heard that Medical Solutions acquired C&A Industries, the parent company of FocusOne Solutions. It was an exciting time for C&A Industries/FocusOne Solutions as they joined a healthcare staffing company with similar values, service offerings, and a personal approach to client relationships and customer service. Up to this point, the two managed services companies have been operating independently of each other, however, now they are coming together under the Medical Solutions name to offer you even more services and added value to your membership.

Medical Solutions is proud to continue to support WHA members through the Endorsed Business Partner program, and they are excited to share updates in the weeks ahead as they move forward with enhanced workforce solutions and product offerings for you and your healthcare organization.

Medical Solutions is an industry-leading workforce solutions provider which streamlines clinical and non-clinical healthcare staffing through fully customized programs. Nationwide, Medical Solutions has helped healthcare facilities gain whole-house efficiency, control labor costs, and enhance patient care standards by finding the right people at the right time.

If you have any questions about this, or would like to know more about Medical Solutions other services, please do not hesitate to contact Josh Hannes at josh@wyohospitals.com

Optimize Your Workforce with Medical Solutions

Today's healthcare leaders face immense pressure to reduce costs while simultaneously improving quality and maintaining a strong workforce. Fortunately, **Medical Solutions**, a leading managed service partner, is here to help hospitals and facilities meet these challenges. We can help you:

 200+ <small>Joint Commission certified agency partners</small>	 Zero <small>There are no fees associated with our MSP as it is a free service</small>	 400+ <small>Internal recruiters working to locate and retain top industry talent</small>	 One <small>Dedicated point of contact for all your staffing needs</small>
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Achieve tangible cost savings

- Eliminate unnecessary expenses with standardized contract terms, bill rates, and protocol requirements.
- Make informed staffing decisions with consolidated reporting on spend, usage and overtime hours.
- Control costs and avoid inflated bill rates through our rate and spend analysis.

Find ideal candidates and enhance continuity of care

- Reduce your time-to-fill rates when you integrate with our Clinical Team into your hiring process.
- Increase your completion rates and fill rates — our clinicians have a 97% completion rate and a 99% fill rate.
- Extend your talent acquisition reach with our network of more than 200+ Joint Commission certified staffing agencies.

Simplify contingent workforce process

- One contact to provide personalized customer support.
- One web-based technology system to track your entire contingent staff, including credential management.
- One streamlined process for all administrative tasks, including billing, timekeeping, reporting, and vendor communication.

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- 2020 PAC Contributions**
- Eric Boley**
 - Barry Burkart**
 - Carol Solie**
 - Doug Faus**
 - Heidi Baskfield**
 - Doug McMillan**
 - Tim Thornell**
 - Maureen Cadwell**
 - Margie Molitor**
 - Bren Lowe**



St. John's Will Launch On-Demand Care App

St. John's On-Demand Care will be introduced this fall as another convenient and cost-effective option for patients. "The growing willingness, and sometimes necessity, of patients to have virtual health visits is a trend that everyone expects to continue," said Beaupré. "During this pandemic, we have seen how virtual visits have become vital to safe, high-quality patient care.

On-Demand Care will be accessed through an app. Many common problems may be treated with On-Demand Care, including upper respiratory infections, common cold, nausea and vomiting, diarrhea, urinary tract infections, allergies, rashes, pink eye, headaches, and more. Credentialed providers for this service are part of a national network.

They are available on-demand, 24/7/365, which makes this service very convenient after-hours, nights, weekends, and even on holidays. "I expect that this service will be a very attractive option for travelers," said Beaupré. "We hope to roll it out by early October."



WyHFMA Virtual Educational Session

The second virtual session of the WyHFMA Fall 2020 Conference will be held September 17th from 9:00 a.m. to 11:30 a.m. Registration is free for all Wyoming healthcare providers!

There will be two additional webinars to follow; the dates for the additional sessions will be October 15th and November 19th.

Price Transparency will be presented by Kyle Sherseth of nThrive. With new regulations going into effect January 1st, 2021, price transparency is a hot topic in the industry right now. This presentation is designed to

address the regulatory requirements for price transparency and key industry trends that impact revenue, compliance, and patient satisfaction. We will also discuss next steps for you to consider when preparing for the new requirements and dive into the challenges providers face in a price transparent world.

Excellence in Customer Service will be presented by Amy Canaday of CollectionCenter, Inc. The customer service experience starts the moment a patient schedules an appointment.

That experience carries on throughout all

stages of care and even billing. Is your facility providing OUTSTANDING customer service along the way? Do you wonder how you might improve that experience for your customers? If you answered yes, join us for this informative and interactive seminar. We will talk about why customer service is important, what you should do, what you should not do and how to deal with an unsatisfied customer.

For more information visit www.hfmayo.org



hfma wyoming chapter
healthcare financial management association

WY Flex Resiliency Training

The WY Medicare Rural Hospital Flexibility (Flex) Program is sponsoring Resiliency Training for healthcare professionals.

This program will provide a knowledge base and tools that the participants can immediately put into practice to become more personally resilient. –Betsy Spomer, MD

The four training events:
Wednesday, September 30, 2020: Choosing Resilience and Well-Being in Healthcare;

Thursday, October 22, 2020: Leadership and Resilience;

Thursday, November 17, 2020: Joy and Meaning in Healthcare;

Wednesday, December 9, 2020, Compassion, Compassion, Fatigue and , and Otherishness.

Each training event will start at 8:30 am. Registered participants will receive a zoom invitation a day before the event.

For more information to register: <https://forms.gle/WV6wpxoTwQ6RoYxn6>

If you have any questions, comments, or concerns, please reach out to Kyle Cameron at kyle.cameron@wyo.gov.