Introductions

Colin Walsh, Sr. Market Manager
Amanda Orta, Program Manager, Managed Services
Robert Dodd, Director, Managed Services
Ray Soto, Product Advisor
Dani Morales, Manager, Product Delivery
Kevin Thomas, AVP, Contract Labor Management
Training Agenda

• Introduction
• MSP Reference Guide
• Vizient MSP Team Workflow Overview
• JotForm Training
• Optimizer Workflow
  - Submission Process
  - Interview Decisions
  - Assignment Confirmation
  - Compliance
  - Onboarding
• Tableau Reporting
• Time Management
MSP Hiring Manager Reference Guide
MSP Contact Information

The Vizient Team contact information:

Email
UCLAStaffing@vizientinc.com

Phone
855.822.1105
Vizient MSP Team Workflow Overview
JotForm – New Contractor Request Form

• JotForm is a web-based form that has been configured specifically for UCLA Health

• Once the staffing manager has identified a need for a contingent worker a request will be initiated utilizing this JotForm link:

  https://form.jotform.com/VizientCLM/UCLASstaffing

• After completing the form, you request will be routed to the Chief Nursing Officer, Executive Director, VP, etc. who is responsible for position control for your cost center

• Once approvals have been obtained, the request will be automatically provided to Vizient MSP Team for entry into Contract Labor Optimizer
When providing your email, please ensure everything is spelled correctly. Your email is how the form will keep you updated on the status of your request.

If yes is selected, additional fields specific to the resource will appear and are required before completing the request.

Please note that the position titles options are pre-populated per the contract. If you need an additional title, please contact your dedicated staffing specialist.
JotForm – New Submission Cont..
Optimizer Workflow - Submissions

- Your Vizient Staffing Specialist will submit candidates for your review via Optimizer; please review all candidates within 24-48 hours and provide your hiring decision.
- The submission will come from a noreply@optimizermail.vizientinc.com email.
Optimizer Workflow – Submission Email

You will review the candidate submission packet by selecting the resume link in the submission email.

The “Candidate(s) Note” section will always provide you with the contact information needed to communicate your hiring decision to the Vizient Staffing Specialist.
Interview Decisions

- Review and interview candidate within 24-48 hours
- Call candidate for phone interview; should you not be able to get ahold of the candidate please inform your Vizient Staffing Specialist
- Once interviewed, inform Vizient Staffing Specialist of decision
- Vizient Staffing Specialist will submit the job offer or decline the resource

Reminder – Vizient contact information can be located in the notes section of the submission or you can always email UCLAStaffing@vizientinc.com or call 855.822.1105
Assignment Confirmation

• Once the candidate has accepted the position and the agency confirms the offer the Vizient Staffing Specialist will book the assignment in Optimizer. You will receive the following confirmation from the UCLAStaffing@vizientinc.com email group.

<table>
<thead>
<tr>
<th>Vizient Assignment Confirmation Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource Name:</td>
</tr>
<tr>
<td>Resource Email:</td>
</tr>
<tr>
<td>Resource Phone Number:</td>
</tr>
<tr>
<td>Requested Start Date:</td>
</tr>
<tr>
<td>Assigned Position:</td>
</tr>
<tr>
<td>Assignment Start Date:</td>
</tr>
<tr>
<td>Assignment End Date:</td>
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<tr>
<td>Requested Time Off:</td>
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<tr>
<td>On Call Requirement:</td>
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<td>Facility Location:</td>
</tr>
<tr>
<td>Unit/Area:</td>
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<tr>
<td>Bill Rate:</td>
</tr>
<tr>
<td>Float:</td>
</tr>
<tr>
<td>Cost Center:</td>
</tr>
</tbody>
</table>
Compliance Clearance

The Vizient Compliance Specialist will validate the resource profile to ensure that all requirements meet UCLA Health, State, and Federal requirements. Once the profile has been validated the specialist will clear the resource to start their assignment. **You will receive a clearance email at minimum the Thursday prior to a Monday start.**

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**UCLA Staffing**

Good Morning Jane,

Resource A has met all their requirements to start and has been cleared to start. The resource has a scheduled start date of 2/3/2020 and has been provided all first day instructions.

Please let the Vizient Staffing Team know if you have any questions.

Thank you,

Vizient Staffing Specialist
UCLA Health On-Boarding for Long Term Labor/Travel

Vizient MSP Team will be responsible for:

- Badging
- Obtaining Employee ID
- Network Access Request
- Coordinating Parking
- Providing Scrub information
- Directing all incoming resources to the UCLA Staffing Office for resource packet
Tableau Performance and Quality Reporting
Once the resource logs in, they can:

• View assignment information on the left side of the screen.
• Clock-in/out and view recent punches for the week. Including a “History” tab to view all worked hours for the entire assignment.
• View all information listed including: Dates and Hours Worked, Time Punches, and Pay Type.
## Sample Dashboard KPIs

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Avg. Contract Length</td>
<td>13 Weeks</td>
</tr>
<tr>
<td>Fill Rate</td>
<td>99%</td>
</tr>
<tr>
<td>Active Assignments</td>
<td>100</td>
</tr>
<tr>
<td>Onboarding Count</td>
<td>0</td>
</tr>
<tr>
<td>Avg. Lead Time</td>
<td>4-6 Weeks</td>
</tr>
<tr>
<td>Avg. Contract Length</td>
<td>13 Weeks</td>
</tr>
<tr>
<td>FTE</td>
<td>99%</td>
</tr>
<tr>
<td>Spend</td>
<td>100</td>
</tr>
<tr>
<td>Assignment Count</td>
<td>0</td>
</tr>
<tr>
<td>Avg. Lead Time</td>
<td>4-6 Weeks</td>
</tr>
<tr>
<td>Hours</td>
<td>24-48 Hours</td>
</tr>
<tr>
<td>FTE</td>
<td>5-7 Days</td>
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<tr>
<td>Avg. Manager Response Time</td>
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</tr>
<tr>
<td>Avg. Onboarding Team</td>
<td></td>
</tr>
<tr>
<td>Avg. Time to Fill</td>
<td></td>
</tr>
</tbody>
</table>
Time Management
Time Management

• All resources will track their time through Vizient’s Time Management Tool. Each week, the hiring manager will be provided a timesheet report from TMT/Optimizer to approve for the contract labor candidates working in their department via e-mail. This will be sent via e-mail from Vizient’s timekeeping team.

• Managers will approve the time or propose edits and respond to the Vizient timekeeping team via e-mail. Once feedback is provided from the manager on the candidate’s time, it will be entered into Optimizer and sent to the agency for approval. If the vendor has any dispute with the time conveyed from Optimizer, Vizient CLM will provide you with a report indicating the revised time. If you do not agree with the changes, please notify Vizient CLM immediately. Any denials of vendor revisions must be done within 3 days of receipt of the report.

• Once a timesheet is approved by both the UCLA Manager and the agency, the timesheet will move within Optimizer to a consolidated invoice made up of all timesheets from the past week for approval by the dedicated Invoice Approver the following Monday.