

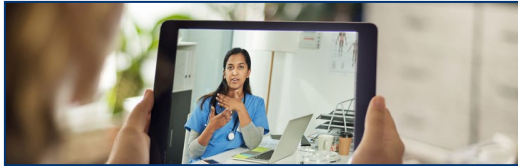


THE Locum Times



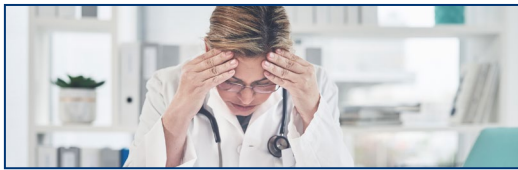
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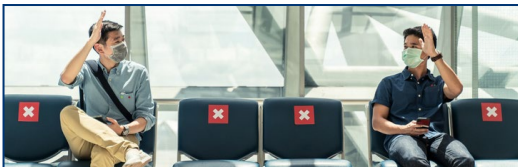
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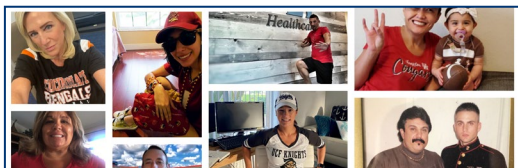
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LET'S GET SOCIAL:

WE LIKE YOU, BUT HAVE YOU LIKED US YET?



HOW HAS COVID-19 CHANGED HEALTHCARE TECHNOLOGY?



The pandemic has had an undeniable effect on technology, particularly in the healthcare sector. While the healthcare industry has always been fertile ground for new and exciting technology, the advent of COVID-19 has driven certain types of technology to evolve faster than ever before. Here are a few of the ways technology has been changing as a result.

CONNECTING CARE

Interoperability has been a hot topic for a long time, but it has been pushed to the forefront during the pandemic. The current situation has exposed flaws in the healthcare industry that make it more difficult to share data, pushing healthcare systems, tech companies, and other experts to look for solutions. Patients have come to expect technology to help them connect to their providers and in turn to connect

their providers to the resources they need. These expectations are driven by the advancements patients see in other industries. The systems in place, as well as the laws, are starting to catch up and make data sharing more efficient, not just within healthcare systems, but across them as well. COVID-19 has shown how important that can be when it comes to time-sensitive care during a fast-moving pandemic, so if this trend continues, it could be a great help to patients and providers alike in the future.

PERSONAL TECH

Wearable technology has been popular for monitoring heart rate, steps, and other daily functions for some time, but has been the subject of renewed interest due to the pandemic. There is evidence that it could help with early detection of COVID-19 symptoms, and many companies have been exploring how to utilize the technology for contact tracing. In Singapore, a Bluetooth-enabled device helped track who came into contact with people who had COVID-19, and Apple and Google teamed up to create an app that could work on smartphones for the same purpose. This technology has its allure, but privacy watchdogs were

quick to note the potential privacy issues that could arise from this type of tech. The questions they raise remain to be fully answered. In the meantime, this technology can hopefully be put to use for the greater good to help with the pandemic. Providers are already using personal tech to help patients better care for and understand their own health, so utilizing this technology to stop coronavirus seems like a natural next step to many people.

TELEHEALTH SERVICES

With the need for physical distancing due to the coronavirus, telemedicine quickly became a popular way to continue patient care from afar. While telemedicine had been expected to become more prevalent in the future, the pandemic greatly accelerated the shift. As more patients, providers, and insurers embraced telemedicine, the benefits became more apparent. Telehealth can lower overhead costs since fewer rooms need to be cleaned and changed out, in addition to making it easier for patients to keep appointments – meaning fewer no-shows. It is a great way to lower barriers to healthcare for patients who have trouble making time away from work or care du-

ties, and those who have trouble accessing transportation to care facilities. It saves time for both patients and providers when it comes to routine visits for needs like medication refills. During the current situation with COVID-19, telehealth has also made it possible to keep potentially infectious patients isolated until the provider is ready to bring them in as well. There are so many benefits to this technology and the trend is expected to continue as more people realize how helpful it is beyond the current times.

WHILE TECHNOLOGY HAS HAD A HUGE IMPACT ON THE FIGHT AGAINST THE CORONAVIRUS, NOTHING CAN BEAT HAVING GREAT FRONTLINE HEALTHCARE WORKERS. DO YOU HAVE THE STAFF YOU NEED?

We're here to help. At MPLT Healthcare, we have experienced, highly qualified providers ready to deploy to your facility or to provide telemedicine services for your program. Reach out to our specialized Rapid Response Team today to discuss your coverage needs by calling our toll-free number at 866.346.6758 or emailing us at HQ@mplthealthcare.com.





FIGHTING PHYSICIAN BURNOUT DURING A PANDEMIC

Physician burnout, also known as moral injury, has been a growing issue for a long time, but it is beginning to get the recognition it deserves as a serious issue in our healthcare system. Due to a variety of factors, providers have been pushed to the brink for years. Increasing administrative paperwork, rising healthcare costs, difficulties due to insurance companies, and the increased politicization of healthcare have all made it more challenging for frontline workers to do the work that got them into healthcare in the first place: helping patients. The advent of the coronavirus pandemic has only exacerbated these issues and in many cases accelerated burnout. While this may sound like a grim outlook, there are several ways facilities can support providers during this difficult time and into the future.

UNDERSTANDING BURNOUT: NEW INSULTS TO OLD INJURIES

While physician burnout may not be a new issue, there are now additional stressors for healthcare providers to contend with as a result of the ongoing pandemic. Limited PPE and other resources to care for patients are a huge source of stress for providers right now, and many providers see themselves in a continual battle against the onslaught of new patients with COVID-19. Their sense of mission, their need to help people, is continually assailed by the realities of the current situation in the country. As providers work hard to help patients recover, they are confronted

by the fact that many people are not taking simple preventative measures to avoid becoming sick or spreading the disease. The state of affairs is so bad in some areas that healthcare professionals are having to ration PPE and lifesaving medical equipment, while simultaneously seeing people in their communities undo the work they are doing at the hospital. Balancing these realities takes a mental and emotional toll on a person, as does the pure physical cost of the long and intense shifts caring for patients, dealing with those that cannot be saved, and worrying about bringing home an infectious disease to their own loved ones.





Understanding the gravity of the situation from the perspective of your frontline healthcare workers is key to helping them get through this.

COMBATTING BURNOUT: HOW YOU CAN HELP

Although many of your staff members are highly stressed right now due to the coronavirus, it is important to keep an eye out for signs of people who may be nearing the breaking point – and intervening before then. While our healthcare heroes are the frontline help for patients, they are people too, and they need rest in order to be fully prepared for their duties. Make sure that your staff are utilizing time off, taking breaks during their shifts, getting a chance to eat, and that they are aware of any benefits and resources your facility provides that can help with the stress. Is there an employee assistance program available? Mental health resources? De-briefing for particularly hard cases? Be sure that your staff know about the resources available and encourage everyone to access them. It may seem impossible to let staff take time off when your facility has an influx of patients, but it is imperative to care for your team and make sure they stay physically and mentally well too.

One of the most impactful ways to help your staff is by ensuring that there is adequate support on the floor. Maintain staffing levels and supplement your frontline healthcare workers' ranks by utilizing locum tenens providers to enhance your permanent staff. Bringing in locum tenens providers can give your staff the breathing room to take time off to recuperate, help them have enough coverage to focus on each patient more carefully, and allow them to spread work out more evenly. There are many experienced clinicians ready to step in and help your staff right now, so take advantage of these resources to help support your team. Many of these providers have been helping with COVID-19 in other areas as well, so they have the experience needed to dive right in and help your staff during these challenging times.

GET THE STAFF YOU NEED

MPLT Healthcare is here to help your facility find the right physicians and advanced practice providers. Our specialized Rapid Response Team is ready to assist with priority needs related to the COVID-19 crisis, as well as future coverage. Email us today at HQ@mplthealthcare.com or call our toll-free number at 866.346.6758 to tell us about your coverage needs.



CASE STUDY: EMERGENCY COVERAGE NEEDS

THE SITUATION

When a large healthcare system in the Midwest needed emergency holiday coverage for one of their facilities during the busiest time of the year, they sent an urgent needs request out through their Vendor Management System. This facility had already been working with several of our competitors, but now had significant gaps in their holiday coverage due to providers cancelling their assignments without notice or not working the number of shifts that they had originally agreed to cover. When MPLT Healthcare saw the request come out, we knew that we could jump in and assist our client with this dire need. As a premier and trusted resource for healthcare systems and professionals nationwide, we were committed to doing whatever was necessary to ensure that this facility would be able to continue to provide life-changing services to the community that they serve.

THE SOLUTION

The client's initial job order came in for emergency holiday coverage in the plastic surgery department, where the services provided would be extremely delicate and time sensitive, such as handling reconstructive surgeries and burn cases. Our Surgery team has extensive experience filling these types of needs. We understood the urgency behind this request and worked diligently to present the client with several highly qualified surgeons with availability over the holidays.

Thanks to our swift assistance, the client was able to have the plastic surgery specialists they needed in the timeframe required, saving them from having to divert patients to neighboring facilities. Once the client saw how quickly we could turn around quality providers, even during such a busy time of the year, they started counting on us to fill additional locum needs. We received nine additional job orders over the course of the next five months for multiple facilities within in the healthcare system. These needs were across several specialties to include plastic reconstructive surgeons, trauma surgeons, burn surgeons, general surgeons, and critical care intensivists.



In order to handle such a high volume of needs, our team of Credentialing Specialists became subject matter experts in this healthcare system's onboarding process. Our Specialists became an extension of the facilities' Medical Staff offices, giving us the ability to assist them with timely and efficient completion of hospital privileging and provider enrollment. We were also able to leverage our strong relationships with the State Medical Licensing Board in order to expedite licensure for 15 providers to support the client's needs. As a result of our ability to deliver on our promises, as well as our talent for acquiring quality providers within short timeframes, we were able to build a solid partnership with our client founded on trust. Our locum physicians also worked tirelessly to build rapport with the doctors in the community, earning their confidence, trust and respect. When we began working with this client, they sent all of their coverage needs out through a Vendor Management System (VMS). Our relationship with the client became so strong that they stopped utilizing the VMS to send their job orders out to multiple agencies and instead started coming to us directly as their vendor of choice.

THE MPLT WAY

Since filling that original job order in December of 2017, our relationship with the client has grown, as have the critical surgical services that we were able to provide. We now cover 100% of the client's plastic surgery schedule and we have filled 70% of the client's burn center coverage since early 2018, while also providing coverage for their trauma center. As of fall 2019, we have credentialed 31 providers, filled shifts across five specialties, and have obtained 15 licenses for providers in the client's state. Many of these

providers have been utilized on an on-going basis or have been called back for further coverage, allowing us to become a long term solution for the client.

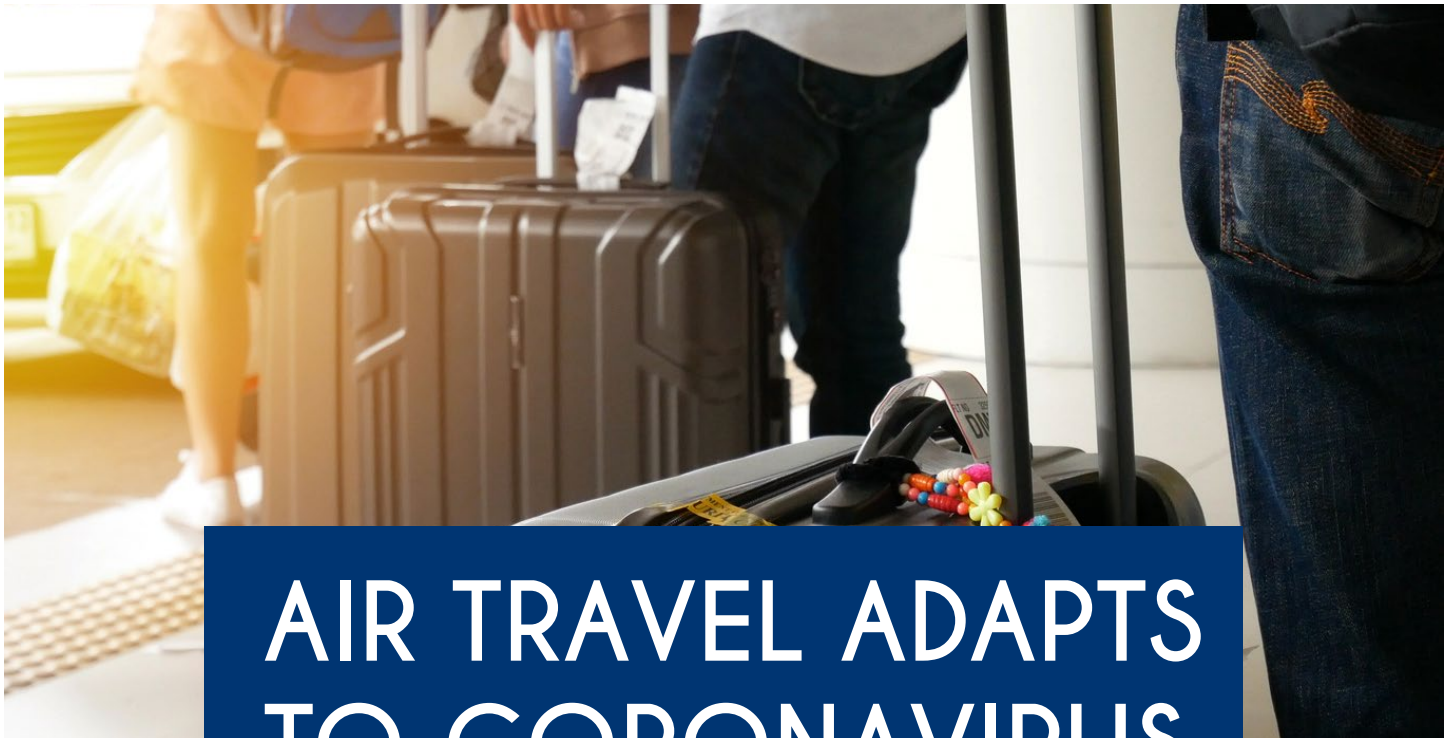
It is always our mission to go above and beyond in service to our clients and this case was no different. We made it a priority to provide our client with physicians who could hit the ground running and take a vested interest in their community. We are pleased that our partnership with this client has been able to bring so much value to these critical access facilities and the patients that they serve.

CLIENT BACKGROUND

The client is a healthcare system located in the Midwest that supports over 100 access points in its network including several hospitals. The client's experienced team consists of nearly 8000 employees and medical staff members who work to serve a wide variety of communities throughout the network. This client's facilities have earned numerous accreditations and awards.

ABOUT MPLT HEALTHCARE

With years of healthcare and physician staffing experience, MPLT Healthcare has the knowledge, resources and proven industry commitment to help facilities meet the increasing demands of today's rapidly changing healthcare landscape. We specialize in placing highly qualified physicians and advanced practice clinicians in locum, locum-to-perm and direct hire staff positions. We will always be people helping people as we strive to earn the long-term loyalty of our clients, providers and employees through our dedication to selfless service, a relentless focus on quality and a culture of excellence.



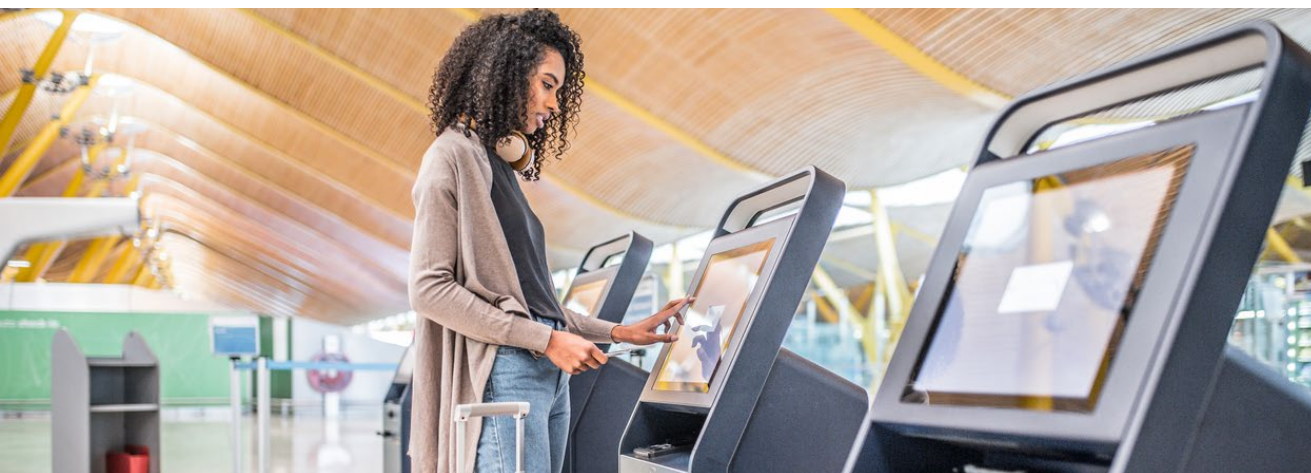
AIR TRAVEL ADAPTS TO CORONAVIRUS

The travel industry has undergone many changes as a result of the coronavirus pandemic, and experts say that there are even more to come. The last time the industry underwent this type of transformation was after the September 11th attacks, which prompted a laundry list of changes focused on security. The irony, many experts point out, is that those changes frequently created congestion in airports such as lines for TSA checkpoints that are now a liability when it comes to containing an infectious disease. So what can we expect in the future as we look toward traveling again?

BETTER TRAFFIC FLOW AND EYES IN THE SKY

There are many points in an airport that create traffic congestion: check-in and security areas, food courts, trains to other terminals, baggage claim, and floor plans that funnel people from many areas into major thoroughfares. Some airports may be able to provide a physical redesign of these areas to allow more space between visitors, but in those that cannot renovate or are restricted by size, the answer has been technology. For example, [John F. Kennedy International Airport has implemented CrowdVision's SafeDistance](#) camera-powered technology to monitor certain terminals for crowding. This will alert the airport's team when employees need to make adjustments to the traffic flow to allow for social distancing.

In addition to traffic monitoring technology, expect to see more surveillance technology being put to use in airports as well. As is common in many other countries, American airports are expected to begin using thermal cameras to look for travelers with fevers, as well as to help enforce social distancing. Cameras may also be used to ensure that travelers are masked in areas that require it, and to look for those who may be unwell, in addition to security threats as in the past.



CONTACTLESS SERVICES

In order to better facilitate social distancing and help avoid long lines at popular congestion points, we can expect to see more self-serve booths for check-in, customs, food courts, and other service areas. Some airlines have already taken steps in this direction by making it easy to check-in and register checked bags through their own apps and kiosks. The next step will be an area where luggage can be dropped off and your ticket will be verified via a QR code or scan instead of handled by a person.

Taking it a step further, airports are expected to implement completely touchless service options so travelers won't even need to touch a screen at a kiosk. Through biometric scans and facial recognition programs, passengers will present themselves at check-in for a facial or retinal scan instead of a driver's license or ID. Similar options exist in the U.S. already through the CLEAR program, but experts say that we will be seeing more of this in the future.

These measures will also extend to other services in airports. Some terminals already have food courts where visitors can order and pay via a tablet and the

order is brought right to the table. Will the next phase be a way to order without even touching the tablet? Time will tell.

KEEPING IT CLEAN

One of the biggest challenges the air travel industry faces is how to minimize contamination should an infected traveler pass through the terminal or a plane. Many airlines are already mandating face masks in public areas and on planes, blocking off seats for social distancing, utilizing enhanced cleaning procedures and HEPA filters, and even installing barriers in planes to help separate passengers. In addition to these measures, it may become common to encounter temperature checks and health questions during the security process, as well as a [clearance process for those who cannot wear a mask](#). Some airports in other countries utilize robots to help sanitize public areas on a regular schedule, while Hong Kong International Airport has even done a trial of a [disinfection booth](#). With a heavy focus on cleaning to kill off any virus that does escape into the environment, we can expect to see more disinfection measures become the norm in the future.



MPLT HEALTHCARE IN THE COMMUNITY



BLOOD DRIVE

Our team gave back to the community by participating in a blood drive with OneBlood to help keep our community's blood supply going strong. If you want to help out too, learn more about donating and find the nearest location at oneblood.org



COLLEGE COLORS DAY

We had our annual celebration to bring our team together with virtual fun and games including sports trivia, a photo contest, and a dance contest. Our winners really put their spirit into it and we appreciate everyone who participated!



SOUTH FLORIDA BUSINESS JOURNAL'S FAST 50

MPLT Healthcare was ranked #17 in the More Than \$25 Million Revenue category at this year's South Florida Business Journal Fast 50 live virtual awards program. Learn all about it here: <https://www.mplthealthcare.com/sfbj-2020-fast-50/>



HOT JOBS

JOB ALERTS

Sign up for our Job Alerts and get new job openings delivered straight to your inbox or smartphone.

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Baton Rouge, LA

CRNA

Raleigh, NC

CRNA

Houston, TX

CRNA

Richmond, VA

UROLOGIST

Augusta, GA

ANESTHESIOLOGIST

Brookfield, WI

CRITICAL CARE

Curacao

OB/GYN

Poughkeepsie, NY

PEDS CARDIAC ANESTHESIA

San Antonio, TX

CHILD ADOLESCENT PSYCHIATRY

Philadelphia, PA

INPATIENT ADULT PSYCHIATRY

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