

Message: Re: SLS Missouri Daily Report 8.30

 Re: SLS Missouri Daily Report 8.30

From Knodell, Robert Date Monday, August 30, 2021 6:36:47 PM

To Nickelson, Paula

Cc Crumbliss, Adam;Kauerauf, Donald;Tuttle, Alex;Cox, Lisa;Freeman, Sami Jo

Subject Re: SLS Missouri Daily Report 8.30

 image002.jpg (8 Kb)

Good to know. Thanks.

Robert J. Knodell

Acting Director

Missouri Department of Health and Senior Services

(573) 751-6001

Sent from my iPhone

On Aug 30, 2021, at 5:38 PM, Nickelson, Paula <Paula.Nickelson@health.mo.gov> wrote:

Attached is today's report on the healthcare staffing effort through SLS. Summary: No additional hospitals opted-in; 1 additional staff person deployed for a total of 12.

FYSA, have fielded 3 complaints from hospitals today about staff being promised and not showing up, sometimes with prior notice and sometimes without. In discussing at length with SLS, they are experiencing cancellations by staff who agreed to the contract/rate and then develop 'family emergencies' and thus either don't get on the plane to come to Missouri or, in one instance, work one day and then don't come back. SLS is also highly frustrated with this, they have an internal policy that if any traveler conducts themselves in such a manner they are not offered another staffing option for six months unless can provide verification of an actual 'family emergency'. We did finalize the contract amendment today incorporating the additional contract language recommended by MHA and the revised hourly rate schedule. We shall see if that corrects the issues.

Short story, everyone seems thrilled with SLS' mAb efforts thus far – less than thrilled with healthcare augmentation staffing efforts thus far.

Paula F. Nickelson, M.Ed., CHEP

Administrator

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From: Bailey Desormeaux <BDesormeaux@sls-health.com>

Sent: Monday, August 30, 2021 4:24 PM

To: Nickelson, Paula <Paula.Nickelson@health.mo.gov>

Cc: Janna Contorno <jcontorno@sls-health.com>

Subject: SLS Missouri Daily Report 8.30

Good afternoon Paula,

Please see today's SLS Missouri daily report. Please let me know if you need anything else.

Thanks so much,

[<image002.jpg>](#)

Bailey Desormeaux
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<Missouri Daily Report 8.30.xlsx>

SLS