



# Corvus Health

## Health Workforce Services

The health workforce is often the largest recurring expense and greatest bottleneck in hospitals and health systems. Yet many hospitals and health systems are not managing their health workforce for maximum quality and efficiency. Hospital-based HR staff often don't have the skills they need to effectively manage the complex needs of health workers. This results in poor patient outcomes, loss of revenue, missed opportunities, and higher operating risks. In order to help health systems perform at the peak of their potential, Corvus Health offers a variety of health workforce and human resource management services and prides itself in documenting the impact of its work. Corvus Health offers services to public and private clients throughout the world, including Africa, Asia, Europe, Latin America, the Middle East, and North America.

### Advisory Services

Corvus Health offers health workforce advisory services to governments, health systems, health facilities, health professional schools, and other health organizations. These services include expert advice on a variety of health workforce topics such as planning and expansion, team redesign, productivity optimization, hospital management, introductions of new professions, simulation centers, decentralization, retention, union relations, strike prevention, etc.

### Quality Improvement

Improving quality of care is paramount to hospitals and health facilities. Corvus Health works with our clients to design and implement clinical teams and systems that deliver the highest possible quality of care. Outcomes include improved quality of care, enhanced customer service, better infection control, and the prevention of never events.

### Recruitment and Onboarding

Most countries are experiencing health worker shortages, making it difficult for health facilities to recruit the staff they need to provide a broad array of quality services. Recruitment can often take months and can delay the provision of services. Or it takes too long to integrate new health workers onto the team so that they are performing at a high level. Corvus Health uses its extensive national, regional, and global networks to hire and onboard health workers for clients. Our systems allow health workers to submit paper applications or to apply via web or mobile phone. Onboarding/induction training is streamlined based on defined competencies and can be provided either in person or via eLearning.

### HR Staffing/Human Resource Management

Corvus Health can provide HR management for your facilities, either through placing professional HR staff on-site, or for smaller facilities, providing telephone-based and web-based services and support. Either way, your organization taps into our world class HR systems and knowledge so that your HR department is run as efficiently and professionally as possible. Our HR staff will manage every aspect of a health system's health workforce: team design, determining staffing needs, salary bands and career paths, recruitment, onboarding, credentialing, personnel records, employee handbooks, standard operating procedures, performance management, support supervision, shift scheduling, quality assurance, benefits selection and management, retention, promotions, succession planning, payroll, in-service training, policy creation and enforcement, compliance, reporting, etc. Corvus Health uses its systems to provide metrics to hospital leadership so you can track progress.

### Strategic Staffing

Corvus Health offers a variety of strategic staffing services for clinical and non-clinical workers, including:

**Temporary Staffing:** Sometimes staffing needs are only temporary, for example, to cover medical leave or parental leave or during seasonal increases in patient volume (such as winter or rainy season). It may be impractical for hospitals to directly hire additional staff during these times. Corvus Health provides temporary (locums tenens) health workers so that clients can continue to offer their services without interruption.



**Specialty Staff Sharing:** Highly skilled specialists such as interventional radiologists, cardiac surgeons, neurologists, and orthopedic surgeons are in short supply in many countries. In addition, many hospitals do not have sufficient volume of patients to retain these specialists full-time. In order to address this challenge, Corvus Health provides access to highly skilled specialists on a part-time basis. Depending on the country and situation, the specialist physicians and teams can be available on a weekly or monthly basis and can be available in person or via telemedicine. Corvus Health handles all licensing and credentialing of the staff.

**Professional Employment Organization (PEO) Services:** The health sector is growing increasingly complex and for many hospitals and health companies, there is no longer a strong business case for them to employ their staff directly. Such companies can use Corvus Health's PEO services so that Corvus Health hires and is the employer of record of clinical and non-clinical workers. Employees are assigned to your company and trained to meet your company's needs while giving you increased flexibility to expand and contract services in response to demand.

## TeleHR

Many health facilities, especially rural or small facilities, cannot afford to place a health workforce specialist on-site to manage health workers and perform HR functions. In order to help these facilities function optimally, Corvus Health offers health workforce services via phone, internet, and video conferencing. Each package of services is tailored to meet the client's needs and can be combined with on-site services. TeleHR enables facilities to access not only high quality routine services but to affordably access specialty HR services such as litigation management and strike prevention and management.

## Payroll Services

Payroll can be very complex, with multiple regulations and requirements. Corvus Health can manage the payroll of a health system's health workers, while the client remains the employer of record. In order to increase employee satisfaction and reduce risk of theft and fraud, Corvus Health can transition paper-based payroll systems to electronic systems with payments directly into health workers' bank accounts.

## Health Worker Training

Corvus Health provides a wide variety of training to improve health facilities' performance and bottom line. As much as possible our training is competency-based and involves simulation or hands-on, experiential learning:

**Pre-Service Education:** Corvus Health can train frontline workers such as ultrasound techs and laboratory techs, on-site or in external facilities.

**Upgrade Training:** Corvus Health can provide upgrade training of nurses (e.g.: from registered nurse to endoscopy nurse). We can also upgrade physicians' skills, for example, training them in new surgical procedures or in the placement of new devices. Depending on the type of training required, the training can take place in your facility or another location. Corvus can also establish and run fellowship programs.

**In-Service Training:** The field of medicine moves rapidly and health workers frequently need updates in order to provide a wide range of services at a high level of quality. Corvus Health offers face-to-face, eLearning, or blended learning on a wide variety of subjects including a broad range of clinical care topics, quality improvement, leadership and management, customer service, and soft skills. Courses can be custom designed to meet your organization's needs, including mentoring and coaching. Corvus Health's approach usually begins with an evaluation of learners' needs and includes the development of plans to implement and evaluate the learning.

**Continuous Professional Development:** Corvus Health offers Continuous Professional Development training, approved by the relevant regulatory authority, to enable your clinicians to maintain their licenses.

*Please contact us to discuss how Corvus Health can help your organization thrive.*

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