

Setting Up Your Internal Resource Pool (IRP)

Project Management Tool Examples

Standing up a robust internal resource pool is critical to effectively managing your entire labor ecosystem. Hallmark will work side-by-side with your team to help ensure successful program setup, leveraging best practices developed in partnership with your peers from healthcare organizations across the country.

Here are some examples of tools and documentation we will customize and implement for your project:

Implementation Timeline and Detailed Project Plan

Implementation Timeline:

Implementation takes 90-180 days based on strategy, technology and any integrations needed.

Sample Technology Go Live			Hallmark IRP Implementation Process		
			9/15/2024		
Einstein II IRP Build Out			Sample		
Name	Responsible Party	Due Date	Name	Responsible Party	Due Date
IRP External kick-off call	Hallmark	6/23/2024	IRP External kick-off call	Hallmark	6/23/2024
On-Site Meeting	Sample	7/5/2024	Send Phase 1 Data Back	Sample	7/12/2024
Receive Phase 1 Data Back	Sample	7/12/2024	Workflow Call	Sample	7/19/2024
Approval of Data	Sample	7/19/2024	Approve Work Commitment Grid/ JD. And Job Codes	Sample	8/9/2024
Client Approval of Work Flow	Sample	7/30/2024	User List Due	Sample	8/23/2024
Client Approval of Credentialing List	Sample	8/2/2024	Client Training	Hallmark	9/13/2024
Approve Work Commitment Grid/ JD. And Job Codes	Sample	8/9/2024	Go Live	Sample	9/15/2024
Client Approval of Configuration & Role & Permissions	Sample	8/9/2024			
Tech Build Out	Hallmark	8/23/2024			
Receive User List Back	Sample	8/23/2024			
Approval Change Management PPT	Sample	8/25/2024			
Calls					
Name	Responsible Party	Due Date			
Data Call	Hallmark	7/5/2024			
Time Integration Call (Schedule Update)	Hallmark	7/5/2024			
HR Integration Call	Hallmark	7/5/2024			
SSO	Sample	7/7/2024			
Workflow Call	Hallmark	7/19/2024			
Credentialing Call	Hallmark	8/2/2024			
Configuration/ Roll & Responsibilities Call	Hallmark	8/2/2024			
Change Management Call	Hallmark	9/1/2024			

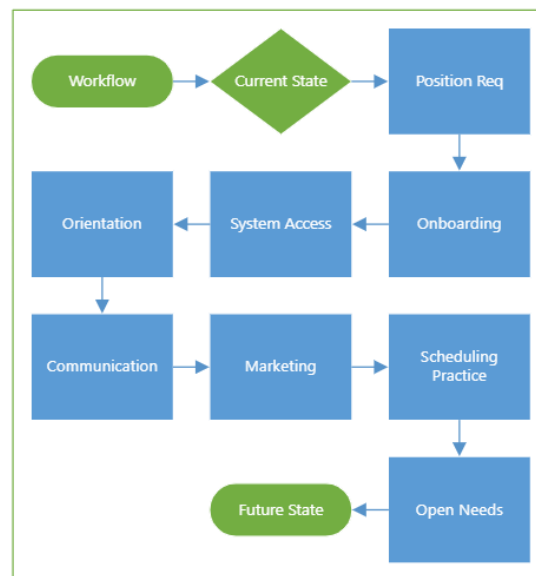
Main Table +		
New project ▾ Search Person Filter ▾ Sort Hide Group by ...		
> Technology Go Live Date 4 Projects		Status
> Department Readiness Work (30 - 40 Days) 9 Projects / 15 Subitems		Status
> Department Readiness Work Department Structure (30 - 40 Days) 13 Projects		Status
> Department Readiness Communications (30 - 40 Days) 6 Projects / 6 Subitems		Status
> Department Metrics 9 Projects		Status

Stakeholder Responsibilities and Change Management

<input type="checkbox"/>	▼ Steering Committee Identified	9
<input type="checkbox"/>	Subitem	
<input type="checkbox"/>	CNE/CNO	
<input type="checkbox"/>	CHRO	
<input type="checkbox"/>	Talent Acquisition	
<input type="checkbox"/>	System Education / Onboarding Liason	
<input type="checkbox"/>	IT / IS	
<input type="checkbox"/>	Compensation	
<input type="checkbox"/>	Payroll	
<input type="checkbox"/>	Marketing	
<input type="checkbox"/>	Internal Communications	

Workflow Mapping

Template: Initial Workflow Review



Dashboards for Program Operation Management and Analytics

8 Hospital Organization

- Adding 12 locations next yr
- Road map to add modalities
- Reported 324 new hires
- Recruitment activity to hire 1K more candidates this year
- Cost Avoidance reported \$5.3M



Communication Timeline Template

Communication	Date 1 option	Date 2 option	Source	Notes
Reason for action coming soon teaser – Org Name Document Title: Internal IRP Communication Reason for Action	Week of 08/20	Week of 08/20	Org Name Internal Newsletter	<ul style="list-style-type: none"> This communication is a good follow-up to the discovery interview. Very high-level <ul style="list-style-type: none"> Department Name Provide excitement about the program leaders. More information to be provided in the coming weeks. Template attached - Internal communication – reason for action Michael, let us know your thoughts on this teaser communication. If this is too much to go out prior to the union meeting, we can hold and start on 09/13
First Internal Communication – Org Name	Week of 08/27	09/13	Org Name Internal Emailer	<ul style="list-style-type: none"> Already drafted communication – Vicki thanks for sending
Looking Ahead: FAQs Internal Communication and Technology	Week of 09/03	Week of 09/17	Org Name Internal	<ul style="list-style-type: none"> Begin to share the program model – Templates have been provided

Hallmark IRP FAQ

Q1. What is the Hallmark Internal Resource Pool (IRP)?

A: The Hallmark IRP provides employment options that are different than traditional part- and full-time for experienced nurses seeking opportunities that work best for their schedules. It is the different options offered by Hallmark IRP that help make **Organization** an employer of choice.

Q2. What is the benefit of having an Internal Resource Pool

A: **Organization** must staff 24 hours a day, seven days a week – all shifts, weekends, and holidays. Over the past couple of years, nurses, like employees in other industries, have expressed the desire for more scheduling options in their work life. External staffing agencies recognized the change and have capitalized on it. **Organization** wants to continue to be an employer of choice by offering enhanced staffing options via Hallmark IRP.

Competition for nurses isn't just with other hospitals, it is also with nursing agencies that are increasing their recruitment of nurses every day. We must continue to attract and retain nurses. Doing so means we have to provide increased options for nurses who want different things at different points in their careers.

Hallmark IRP helps reduce external agency costs. More importantly, Hallmark IRP increases the quality of care and service provided by nursing staff. Housing an internal nurse pool ensures consistency in quality nurses who are familiar with the hospital practices and standards, and as a result, provides enhanced teamwork.

Q3. How and when does Hallmark IRP supply nurses?

A: Hallmark IRP nurses are deployed to fill daily functional vacancies, census, or acuity increases, leaves