

# Unparalleled Commitment: How USN Delivered Scalable Strike Staffing for a Leading Health System.

When a prominent health system faced its largest and most significant labor disruption to date, their success depended on a trusted partner who could deliver the expertise to manage a complex, multi-site network through an open-ended strike.

## The Challenge: Rapid Escalation, Expanding Complexity

When a labor disruption originally forecasted to be short-term rapidly escalated into a prolonged, open-ended threat as multiple contract expirations aligned across additional facilities, the situation demanded urgent realignment and quick agility.

The initial request—just over 1,000 clinicians across six facilities—expanded as operational needs intensified and the scope of impact broadened.

- **Initial Request:** (June 2024) 1,089 clinicians across six facilities
- **Expanding Scope:** (November 2024) Forecast increased to 1,812 nurses across nine facilities, plus clinics
- **Strike Notices Received:** (December 30, 2024) Confirming the onset of a significant and prolonged labor disruption
- **Final Deployment:** (January 2025) To support rotating day-off schedules and extended coverage, the final order reached 2,012 clinicians

The strike ultimately stretched for **48 days**—impacting a diverse network of facilities and units.

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### By the Numbers:

1,089

Replacement staff  
originally requested

2,603

Clinicians deployed across  
a multi-site health system

48

Days of continuous,  
coordinated care

9

Facilities + clinics  
supported

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## Delivering in a Constantly Shifting Logistical Landscape

**Multi-Site Coordination:** With a wide geographic footprint, USN routed clinician arrivals through multiple airports and coordinated with facility needs, ensuring timely, efficient deployment at all sites.

**Real-Time Adjustments:** Weather disruptions and shift-time changes required USN to take a responsive transportation strategy, with frequent updates to routes and departure schedules.

Census fluctuations and evolving crossing employees required real-time calibration and inter-campus floating to optimize clinician productivity and maintain patient care coverage.

**Complex Staffing, Expertly Managed:** Despite fierce national competition for clinicians amid concurrent strikes, months of pre-recruitment and USN's proven ability to maintain long-duration strikes made this engagement a top priority for clinicians—securing the talent others could not.

USN met distinct facility staffing and certification requirements through continuous demand calibration, proactive licensure management and targeted recruitment, ensuring the right clinicians—with the right credentials—were deployed exactly where they were needed.

**External Pressures, Internal Precision:** National strike activity had already strained clinician availability. The expanded order, issued close to the strike timeline, combined with licensure delays, intensified the urgency.

With strategic foresight, bench strength and agile execution, USN delivered the clinicians required to ensure uninterrupted care across every facility, reinforcing its position as the most trusted strike staffing partner in the industry.



## Why USN?

### Best in the industry

Decades of experience, unmatched technology and a reputation built on integrity and results.

### Data-backed results

Nearly 2,300 assignments completed, with over 1,100 clinicians committed from day one through the final shift.

### Real partnerships

Clients and patients alike recognize USN's professionalism, reliability and human care.

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## Orientation & Onboarding: Built for Efficiency

Traditional LMS workflows often require extended provisioning timelines and increased demands on facility resources; challenges that can hinder successful strike deployment. By leveraging USN's virtual platform, critical gaps were filled from day one, delivering the speed and flexibility essential for dynamic strike staffing.

Clinicians completed specialty-specific virtual training prior to arrival, fully tracked and managed by USN. Focused, in-person training tailored to their roles was then delivered by the health system at time of orientation. For returning clinicians, a seamless re-onboarding process eliminated unnecessary steps and reduced the burden on the system's education staff.

## Continuous Recruitment and Retention

Building and sustaining a strong clinician pipeline is about more than numbers; it is rooted in trust, transparency and partnership. USN's reputation for accurate and market-aligned compensation and consistent performance and support attracts top-tier clinicians, but it is our personal connection that drives long-term retention.

Visible USN leadership at every shift change and clinical rounding ensured clinicians felt seen, heard and valued. On-site hotel liaisons and corporate support teams resolved concerns swiftly, reinforcing a culture of care that kept clinicians engaged and committed throughout the strike.

**The Result: More than 1,100 clinicians remained for the entire duration of the strike**, a remarkable testament to USN's ability to recruit, retain and support high-performing teams under pressure, alongside the health systems' support of staff. The extraordinary level of commitment ensured continuity of care for the client and fostered a true sense of partnership between clinicians, USN and the health system at every step.

## Real Stories, Real Impact

USN's clinicians didn't just fill vacancies, they became essential members of the care team. Their presence brought stability, compassion and continuity during a time of uncertainty, reinforcing the human impact behind every shift.

**"We obviously could not have done this without your partnership. The process over the past nearly 50 days has been as smooth as possible, largely due to your expertise.**

**When we felt anxiety rising, you kept calm and focused. At every step of the way, you role-modeled professionalism and each of you has been a joy to work with."**

— Chief Operating and Nursing Officer, Health System

**"The way this team works as one is remarkable! Hospitals – Please pay attention to this unique and fantastic group! Having each one of them has been a blessing."**

— DAISY Nomination, Patient

**"Our community would not have been the same without the amazing work in coordinating all the moving pieces across our hospitals. We have loved our relief worker caregivers, and they have become family here."**

— Medical Unit Nurse Manager, Health System

And in one unforgettable moment, three USN clinicians rendered life-saving CPR to a hotel guest in distress, showing their commitment to care extends far beyond hospital walls.



## Lessons Learned and Industry Leadership

This strike reaffirmed that success in large-scale labor disruptions hinges on structure, effective communication, market strength and agility. USN's ability to deliver operational excellence was driven by:

- Real-time collaboration and role clarity
- Innovative technology and centralized information sharing
- Cross-functional teamwork and rapid problem solving
- Day-to-day agility in response to evolving conditions
- A structured, trusted, operational foundation built to expect the unexpected

When the stakes are highest, experience matters. USN's deep, tenured internal and clinician teams, robust systems and unwavering commitment continue to set the standard in strike staffing.

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## Ready to navigate your toughest staffing challenges?

Partner with USN for scalable, strategic and compassionate strike staffing solutions – designed to protect care, preserve operations and deliver under pressure. Contact us today to learn how we can support your facility.

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**Learn more or speak with a Workforce Solutions Strategist**  
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