



NEW LONDON HOSPITAL
www.newlondonhospital.org

NEW LONDON HOSPITAL

273 County Road
New London, NH 03257
603-526-2911

THE CLOUGH CENTER

273 County Road
New London, NH 03257
603-526-5312

NEW LONDON HOSPITAL PRACTICES

249 County Road
New London, NH 03257
603-526-5275
603-526-5309
603-526-5544

NEWPORT HEALTH CENTER

11 John Stark Highway
Newport, NH 03773
603-863-4100

NEW LONDON FAMILY CARE
CENTER AT GRANTHAM

Sawyer Brook Plaza
120 Route 10, Units 3 & 5
Grantham, NH 03753
603-863-2766

NEW LONDON
PEDIATRIC CARE CENTER

6 Holmes Lane
PO Box 87
Georges Mills, NH 03751
603-526-5363

ABC'S CHILDCARE CENTER

273 County Road
New London, NH 03257
603-526-5242

July 24, 2008

Jim Koch
Membership Development Manager
American HealthCare Services Association
10126 East Cherry Bend Rd.
Suite 101
Traverse City, MI 49684

Dear Jim,

I wanted to take a moment to tell you that I'm really pleased we put the AHSA program to work for us at New London Hospital. What an improvement!

You know that before joining with AHSA, we used what appeared (at first) to be a similar solution for supplemental staffing. Like AHSA, it was a one point of contact to agency resources, but the results were very different. We were quite frustrated with the time we spent following up on the minutia of creating contracts with each individual agency and quite frankly, the quality of agencies and prospective travelers for our assignments were just not the caliber we expect at New London Hospital.

Now, I interface with my AHSA Member Services Representative only, and she does all the work with the agencies for me, pre-screening, submitting candidates, and monitoring credentials, among other things. My time is freed up for other priorities. Supplemental staffing shouldn't be as time consuming as it is for most hospitals. It should be a small part of what we do, and the AHSA program has made it so.

Along with better processes, we have better results. So many agencies compete to fill our open positions (communicating only to my AHSA Rep, thank goodness!). We had five qualified travelers within hours for our last allied health posting who were available when we needed them. This has helped speed the delivery of quality candidates, and has from the beginning improved our cost structure dramatically.

Best wishes for continued success throughout New England! AHSA is a valuable resource. I'd be pleased to share my experience with interested colleagues at liisa.janelle@newlondonhospital.org.

Cordially,

Liisa Janelle
Sr Director
Human Resources