

GPO: Healthcare Facility FAQs

1) What if a healthcare organization has an existing contract with a NYCEM approved agency?

- A contract established through the GPO will not supersede any existing agreement between a facility and an agency unless the facility and agency expressly agree otherwise in writing.

2) Is there a deadline for completing contracts with the approved staffing agencies?

- No, but it is encouraged facilities complete contracts asap in order to secure the rates in advance of any resurgence requiring surge staff.

3) How do healthcare organization resolve disputes and performance issues with contracted agencies?

- Staffing agencies are required to provide an account manager.
- Healthcare organizations are encouraged to include dispute resolution terms in their individual agency contracts.

4) How will healthcare organizations know when the crisis staffing rates change from low to high?

- NYCEM will inform all staffing agencies as to the change.

5) How long are the crisis rates in effect?

- The NYCEM master agreement requires staffing agencies to honor the crisis rates through June 30, 2021.

6) What are the rates for staffing positions not included in the rate sheet?

- Staffing agencies and healthcare organizations have discretion and the ability to negotiate rates for positions not included in the rate sheet.

7) Are agencies able to provide non-clinical staff or staff not listed in the rate sheet?

- Yes. If a facility makes the request and agencies are able to provide non-clinical staffing titles (e.g., mortuary staff), the titles should be included in the contract negotiations.

Please visit the link below for additional information:

<https://www1.nyc.gov/site/em/about/contracting-opportunities.page#gpo>

Questions can be addressed to: HealthMedicalESFList@OEM.NYC.GOV