

## Success Story:

# Bridging behavioral health staffing gaps through effective transition management

### Challenge

A psychiatric emergency facility needed three licensed clinical social workers (LCSWs) to maintain services while onboarding and training new hires. Recent staff departures had created a gap in coverage for patients in crisis.

### Solution

Several certified candidates were presented and the facility took on four qualified locum LCSWs and one licensed family & marriage therapist (LMFT) to address its needs.

The clinicians worked three to four shifts per week. The transition strategy involved:

- **Seamless coverage** from locum LCSWs while simultaneously training permanent staff
- **Continuity of care** for patients in crisis stabilization
- **Expanding existing partnership** beyond physician and NP staffing into additional behavioral health roles providing wraparound support
- **Supporting care transitions**, including discharge planning and patient stabilization from ER to outpatient services



### Results

The partnership resulted in more than 130 shifts covered, and yielded positive feedback from facility stakeholders.

Placed clinicians averaged five patients per shift, with up to 15 on busy days. This coverage enabled the facility to:

- Onboard their three permanent hires
- Provide overnight and weekend coverage
- Treat approximately 1,950 crisis-level patients

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LocumTenens.com’s responsive and efficient team made it easy for us to address our urgent need for overnight coverage. With the LCSWs placed, their team helped us get the support needed to ensure there wasn’t a gap in care for our patients.”

*Facility program coordinator*