



Registration of Temporary Health Care Services Agencies and Health Care Technology
Platforms

2024 Quarter 1 Data Report

Introduction

Part X of the Health and Mental Hygiene Fiscal Year 2023-2024 Budget introduced Article 29-K to the Public Health Law requiring registration of temporary health care service agencies and health care technology platforms with the New York State Department of Health. Temporary health care service agencies and health care technology platforms, referred to as “agencies” throughout, are defined as a person, firm, corporation, partnership, association, or other organization in the business of providing or procuring temporary employment of health care personnel for health care entities. Article 29-K requires agencies to file quarterly financial information with the Department of Health. The Department of Health is mandated to publish aggregate and de-identified quarterly report data on the Department’s website. Accordingly, this document provides an aggregate analysis of agencies’ registration and 2024 quarter 1 reporting data.

Executive Summary of Findings

- The Department registered over 400 temporary health care service agencies.
- 366 agencies submitted the required quarterly financial information for Q1 2024 (January – March 2024).
- In aggregate, agencies listed a total of 28,000 temporary health care staff in New York State Health Care Facilities.
- Health Care Facilities were billed \$640M for temporary services this quarter.
- Analysis of total pay to health care worker and total billed to health care facilities, by job category, found an average gross profit margin of 41%. Data suggest a higher profit margin for Registered Nurses (43%) and the lowest profit margin for physicians (28%).
- 71% of temporary workers reported a home residency in New York State.

Registration Overview

Any person, firm, corporation, partnership, association, or other organization, referred to as “agencies” throughout, in the business of providing or procuring temporary employment of health care personnel for health care entities must register with the Department of Health. Registrations issued by the Department of Health are effective from August 1 through July 31 annually, unless revoked or suspended. The Department of Health has officially registered over 400 agencies. The updated list of registered temporary health care services agencies can be found on the Department’s website – [LINK](#).

The statute requires agencies to submit a registration form, supplemental materials, and an annual fee of \$1,000 to receive a registration certificate from the Department of Health. As outlined in statute, information collected on the registration form and supplemental materials include the following:

- a. Names and addresses of the controlling persons.
- b. Names and addresses of health care entities where the controlling persons or their family members have an ownership relationship and/or direct the management or policies of the agency.
- c. Demonstration of good moral character and ability to comply with all applicable state laws and regulations.
- d. The state of incorporation of the agency.
- e. The submission of all contracts between agency and each health care entity to which it assigns or refers health care personnel, and copies of all invoices.

To be eligible for registration as a Temporary Health Care Services Agency under Article 29-K, agencies must meet the following minimum standards as outlined on the registration form.

- a. Agency does not restrict employment opportunities of personnel and does not require the payment of liquidated damages, employment fees, or other compensation should personnel be hired as a permanent employee.
- b. Agency will retain all records related to health care personnel for six calendar years and make them available to the Department upon request.
- c. Agency will comply with any request made by the Department to examine records of the Agency, subpoena witnesses and documents, and make other investigations as is necessary.
- d. Agency shall appoint an administrator qualified by training, experience, or education to operate the Agency. Each separate Agency location shall have its own administrator. Administrator resumes must be submitted to the Department.
- e. Agency shall maintain a written agreement or contract with each health care entity and the rates to be charged by the temporary health care services agency will be included in the agreement/contract.
- f. Contracts shall identify the minimum licensing, training, and continuing education requirements for each assigned health care personnel.
- g. Any requirement for minimum advance notice to ensure prompt arrival of assigned health care personnel will be included in the contract.
- h. The maximum rates that can be billed or charged by the temporary health care services agency will be included in the contract.
- i. Procedures for notice from health care entities of failure of medical personnel to report to assignments will be included in the contract.
- j. Procedures for the investigation and resolution of complaints about the performance of the temporary health care services agency personnel will be included in the contract.
- k. Procedures for notice of actual or suspected abuse, theft, tampering or other diversion of controlled substances by medical personnel will be included in the contract.

A copy of the registration form can be found in Appendix 1.

Quarterly Reporting Overview

Agencies must report a full disclosure of charges and compensation, including a schedule of hourly bill rates per category of health care personnel, a full description of administrative charges, and a schedule of rates of all compensation per category of health care personnel to the Department of Health each quarter.

As defined in statute, schedule of rates of all compensation per category of health care personnel including but not limited to the following must be submitted to the Department of Health each quarter:

1. Hourly regular pay rate, shift differential, weekend differential, hazard pay, charge nurse add-on, overtime, holiday pay, travel or mileage pay, and any health or other fringe benefits provided.
2. The percentage of health care entity dollars the agency expended on personnel wages and benefits compared to their profits and other administrative costs.
3. List of the states and zip codes of health care personnels' primary residences.
4. Names of all health care entities they have contracted within New York State.
5. The number of health care personnel of the temporary health care services agency working at each entity.

A copy of the quarterly reporting file can be found in Appendix 2.

2024 Quarter 1 Results

Quarterly reporting for the period of January 1, 2024, through March 30, 2024, was due to the Department of Health May 30, 2024. Reports from 366 agencies were submitted, 286 were used in this analysis, and approximately 80 agencies reported having no staff working in New York State facilities this quarter.

Table 1: Health Care Facility Expenditures by Facility Type

Facility Type	Amount	Percent	Article 28
Hospital	\$380,035,095	59%	Yes
Residential Health Care Facility – skilled nursing facility	\$130,002,966	20%	Yes
<i>Facility identification not entered</i>	\$72,535,723	11%	No
Hospital Extension Clinic	\$32,412,197	5%	No
Diagnostic and Treatment Center	\$11,412,936	2%	No
Primary Care Hospital - Critical Access Hospital	\$3,846,307	1%	Yes
Diagnostic and Treatment Center Extension Clinic	\$3,154,148	<1%	No
Certified Home Health Agency	\$2,959,885	<1%	No
All Other Facility Types	\$3,728,985	1%	No
Total	\$640,088,242	100%	

Agencies are required to report, quarterly, the amounts billed to each health care facility by job category. Nearly 60% of billing was to hospitals, 20% to skilled nursing facilities, and 5% to hospital extension clinics, according to staffing agency reports. Note that 11% of billing could not be linked to a health care facility type as some agencies did not identify the facility of placement. The current data collection instrument, an excel file, allowed facility information to be left blank; however, the program’s forthcoming portal design will alleviate this, and other data collection limitations. The following are represented under the “All other Facility Types” category listed above in Table 1.

- Long Term Home Care
- Licensed Home Care Services
- School Based Hospital Extension Clinic
- Adult Home
- Hospice
- School Based Diagnostic and Treatment Center Extension Clinic
- Mobile Hospital Extension Clinic
- Adult Day Health Care Program
- Enriched Housing Program
- Off-Campus Emergency Department
- Critical Access Hospital Extension Clinic

Table 2. Top 15 Highest Billed Hospitals

Region	Expenditure	Beds	Average Per Bed Expenditure
Central	\$29,975,141	741	\$40,452
Finger Lakes	\$21,881,479	904	\$24,205
Capital	\$18,915,409	755	\$25,054
Finger Lakes	\$17,624,780	528	\$33,380
Finger Lakes	\$12,718,766	335	\$37,966
Western	\$10,014,438	526	\$19,039
Long Island	\$8,083,279	306	\$26,416
New York City	\$6,620,412	285	\$23,230
New York City	\$6,232,624	176	\$35,413
Long Island	\$6,053,669	144	\$42,039
Southern Tier	\$4,645,214	244	\$19,038
Mohawk Valley	\$4,067,878	192	\$21,187
Mid-Hudson	\$3,521,749	128	\$27,514
North Country	\$1,939,526	94	\$20,633
North Country	\$494,466	25	\$19,779

Note: Hospital names removed from report.

Table 2 illustrates the top 15 hospitals billed the highest amount for temporary staff in the quarter, according to staffing agency reports. Facility names have been removed. Expenditures ranged from \$494,466 to \$29,975,141 and the average per bed expenditure ranged from \$19,038 to \$42,039. Notably, a hospital located in the Central region of NY, has the highest total expenditure at just under \$30 million, as well as the second highest average per bed expenditure at \$40,452.

By contrast, a hospital located in the Western NY region, expended \$10,014,438 during the quarter with an average per bed expenditure of \$19,039, according to staffing agency reports. This was 47% less than the Central region average per bed expenditure.

Table 3. Hospital Expenditures by Region

Region	Hospital Beds	Average Per Bed Expenditure	Total Expenditure
Finger Lakes (16)	2,949	\$21,058	\$62,101,619
Central (9)	2,220	\$18,160	\$40,317,399
Mohawk Valley (11)	1,051	\$12,532	\$13,171,887
North Country (12)	1,077	\$11,753	\$12,658,452
Capital (10)	2,834	\$10,561	\$29,932,586
Southern Tier (13)	1,590	\$7,314	\$11,630,714
Long Island (21)	7,049	\$5,961	\$42,024,617
New York City (54)	22,874	\$5,951	\$136,139,859
Western (17)	3,431	\$4,408	\$15,126,472
Mid-Hudson (27)	5,723	\$3,630	\$20,777,793
Total	50,789	\$7,557 (Avg)	\$383,881,403

Table 3 reports total hospital expenditures and average per bed expenditures by region, according to staffing agency reports. Across the regions, the average expenditure per bed was \$7,557, and the total expenditure was \$384 million.

The average per bed expenditures were lowest in Hudson (\$3,630) and Western (\$4,408) regions, according to staffing agency reports. The highest average expenditure per bed was the Finger Lakes region with an average per bed expenditure nearly three times the state average (\$21,058), followed by the Central New York region (\$18,160).

New York City and Long Island demonstrate moderate average per bed expenditures, according to agency reports. Despite New York City accounting for the highest expenditure (over 1/3 of the total), the average per bed expenditure for New York City (\$5,951) was below the state average (\$7,557).

Table 4. Nursing Home Expenditures by Region

Region (Facility count)	Nursing Beds	Average Per Bed Expenditure	Total Expenditure
North Country (11)	1,477	\$2,286	\$3,376,004
Mohawk Valley (18)	2,853	\$2,016	\$5,751,959
New York City (147)	40,165	\$1,663	\$66,807,724
Mid-Hudson (55)	9,677	\$1,354	\$13,103,056
Southern Tier (26)	3,579	\$1,342	\$4,801,444
Capital (37)	5,682	\$1,289	\$7,323,940
Finger Lakes (34)	5,580	\$1,060	\$5,913,944
Long Island (60)	13,543	\$1,019	\$13,799,810
Central (18)	4,020	\$911	\$3,663,791
Western (41)	6,445	\$847	\$5,461,293
Total	93,021	\$1,398 (Avg)	\$130,002,966

According to staffing agency reports, 447 nursing homes with 93,021 beds billed a total of \$130 million this quarter on temporary health care staffing. The average per bed expenditure for nursing homes (\$1,398) is significantly less than the average per bed hospital expenditure (\$7,557), described above.

The North Country and Mohawk Valley regions demonstrate the highest average per bed expenditure (\$2,286 and \$2,016, respectively). The Central and Western regions had the lowest average per bed expenditures \$911 and \$847, respectively.

Table 5. Agency Pay to Worker and Bill to Health Care Facility by Job Category

Job Category	Total Pay to All Workers	% of Total Pay	Total Billing to All Facilities	Percent of Total Billing	Gross Profit Margin %
Registered Nurse	\$218,574,737	58%	\$385,265,069	60%	43%
Licensed Practical Nurse	\$42,861,185	11%	\$63,052,794	10%	32%
Certified Nurse Assistant	\$31,065,103	8%	\$46,614,451	7%	33%
Other - Not listed or unidentified	\$21,097,618	6%	\$35,648,554	6%	41%
Physicians	\$13,709,265	4%	\$18,961,320	3%	28%
All Other Listed Job Categories	\$51,343,114	14%	\$88,120,616	14%	42%
Total	\$378,651,022	100%	\$637,662,804	100%	41% (Avg)

Agencies are required to submit total pay to health care worker. Table 5 presents total pay and the total bill to the health care facility by job category. These data reflect both hospital, nursing homes and other facilities. Most agencies are billing for nurses: Registered Nurses, Licensed Practice Nurses, and Certified Nurse Assistants. Nurses comprise 77% of total pay and 78% of total billing to health care facilities. Gross profit margin averaged 40%, with a higher profit margin for Registered Nurses compared to Certified Nurse Assistants, and a lower profit margin for physicians. “All other job categories” comprising 14% of total billing include but are not limited to:

- Certified Registered Nurse Anesthetist 1%
- Physical Therapist 1%
- Radiology 1%
- Nurse Practitioner 1%
- X-Ray Tech 1%
- Remaining categories 9%

Table 6. Hospital Registered Nurse Pay Rate by Region

Nurse Type	Pay Rate Per hour	Bill Rate Per Hour	Gross Profit Margin %
Registered Nurse	\$56	\$101	44%
Licensed Practical Nurse	\$44	\$66	33%
Certified Nurse Assistant	\$23	\$35	34%

Table 6 reflects the Registered Nurse data in hospital settings only. Registered Nurses earn the most per hour (\$56/hour) and have the highest gross profit margin (%101) on average compared to Licensed Practice Nurses, and Certified Nurse Assistants, which indicates a significant mark-up in the bill-rate for Registered Nurses.

Table 7. Registered Nurse Pay Rate in Hospitals by Region

Region	Pay Rate Per Hour	Bill Rate Per Hour	Gross Profit Margin %
Central	\$69.80	\$141	51%
Long Island	\$66.48	\$94	30%
Mid-Hudson	\$65.06	\$109	41%
Finger Lakes	\$58.98	\$109	46%
New York City	\$56.93	\$105	46%
Western	\$55.32	\$103	47%
Capital	\$52.08	\$95	45%
Mohawk Valley	\$47.86	\$110	57%
Southern Tier	\$47.14	\$112	58%
North Country	\$45.46	\$100	55%

Table 7 presents pay by region for Registered Nurses working in hospitals in New York State. The Central region has the highest average pay per hour (\$69.80) with highest bill rate (\$141.43); whereas, the North Country has the lowest average pay per hour (\$45.46). Long Island averaged the lowest gross profit margin at 30%.

Workers Home Location and Commute

The data collection instrument identified 28,166 temporary workers, approximately 20,000 reported their home residency as New York State (16,635 identified a zip to code to calculate distance to primary work location). Temporary staff reported home zip codes from every state in the nation, the District of Columbia, Puerto Rico, Virgin Islands, and 32 countries. As illustrated in Table 8, Florida (6%), and New Jersey (5%) were the predominate states of residence after New York (71%) for temporary health care workers.

Table 8. Home Residence – National

State	Total	Percent
New York	19,978	71%
Florida	1,740	6%
New Jersey	1,350	5%
Pennsylvania	754	3%
Connecticut	665	2%
Georgia	501	2%
Texas	484	2%
Maryland	395	1%
All others <5%	2,299	8%
Total	28,166	100%

Over 76% of all international nurses came from the Philippines (54%) and Canada (22%).

Table 9. Home Residence – International

Country	Total	Percent
Philippines	256	54%
Canada	106	22%
Thailand	17	4%
Haiti	16	3%
India	16	3%
All others <3%	64	13%
Total	475	100%

Of temporary health care workers that resided in New York State 79% traveled less than 50 miles to their primary work location. Of those who live in New York City, 64% commute 10 miles or less, and 93% commute less than 50 miles. By contrast, only 4% of nurses living in the North Country travel 10 miles or less, however 41% travel 100 miles or more.

Table 10. Distance from Home Zip Code to Health Care Facility

Distance to Facility	# Workers	Percent
0 to 10 miles	7,188	43%
10 to 25 miles	4,066	24%
25 to 50 miles	1,916	12%
50 to 100 miles	1,811	11%
Over 100 miles	1,654	10%
Total	16,635	100%

Appendix 1. Registration Form

**Registration of Temporary Health Care Services Agencies and Health Care Technology Platforms
Registration and Renewal Form**

Instructions: Print and complete this form then mail it, along with a check or money order for \$1,000 payable to "New York State Department of Health," to

Office of Health Care Workforce Innovation
New York State Department of Health
Empire State Plaza, Corning Tower, Room 1695
Albany, NY 12237

Identify name on the check _____ Identify check # _____

In addition to this mail-in Registration Form, each temporary health care services agency and platform, hereinafter "**Agency**," is required to electronically submit four appendices for registration. Those appendices, along with their instructions, can be found on the Department's website: https://www.health.ny.gov/facilities/staffing_agency/.

A. This is an application for:

- New Registration or
- Registration Renewal, Agency ID# _____

B. Identify the name and address of the Agency headquarters.

Agency Name _____ Agency FEIN _____

Address _____

City _____ State _____ ZIP _____ Telephone _____

State of incorporation or organization _____ or Not Applicable

C. Identify the controlling person(s) for the Agency.

- | | |
|---------------|-------------|
| 1. Name _____ | Title _____ |
| 2. Name _____ | Title _____ |
| 3. Name _____ | Title _____ |

(If necessary, identify additional controlling person(s) on a separate sheet.)

D. Identify each health care entity ("entity") owned or managed by controlling person(s) or their family members.

1. Entity Name _____ PFI _____

Name of Controlling Person _____ or Family Member _____

The relationship between the Temp Agency Controlling Person/Family Member and the Health Care Entity is (select one)

- Ownership
- Management

2. Entity Name _____ PFI _____

Name of Controlling Person _____ or Family Member _____

The relationship between the Temp Agency Controlling Person/Family Member and the Health Care Entity is (select one)

- Ownership
- Management

(If necessary, identify additional health care entities and relationships on a separate sheet.)

E. Instructions: Please mark the check box next to each item to confirm the Agency meets the minimum requirement to be eligible for registration as a Temporary Health Care Services Agency under Article 29-K of the New York State public health law.

1. The Agency shall document that each health care personnel referred to, provided to, or contracted with health care entities currently meets the minimum licensing, training, and continuing education standards for the position in which the health care personnel will be working.	
2. Agency does not restrict employment opportunities of personnel and does not require the payment of liquidated damages, employment fees, or other compensation should personnel be hired as a permanent employee.	
3. Agency shall retain all records related to health care personnel for six calendar years and make them available to the Department upon request.	
4. Agency will comply with any request made by Department to examine records of the Agency, subpoena witnesses and documents, and make other investigations as is necessary.	
5. Agency shall appoint an administrator qualified by training, experience, or education to operate the Agency. Each separate Agency location shall have its own administrator.	
6. Agency shall maintain a written agreement or contract with each health care entity and the rates to be charged by the temporary health care services agency will be included in the agreement/contract.	
7. Contracts shall identify the minimum licensing, training, and continuing education requirements for each assigned health care personnel.	
8. Any requirement for minimum advance notice to ensure prompt arrival of assigned health care personnel will be included in the contract.	
9. The maximum rates that can be billed or charged by the temporary health care services agency will be included in the contract.	
10. Procedures for notice from health care entities of failure of medical personnel to report to assignments will be included in the contract.	
11. Procedures for the investigation and resolution of complaints about the performance of the temporary health care services agency personnel will be included in the contract.	
12. Procedures for notice of actual or suspected abuse, theft, tampering or other diversion of controlled substances by medical personnel will be included in the contract.	
13. The types and qualifications of health care personnel available for assignment through the temporary health care services agency will be included in the contract.	

F. Attestation: Consistent with Article 29-K of the Public Health Law (“Registration of Temporary Health Care Services Agencies and Health Care Technology Platforms”), the individual authorized by the above-named Agency to submit this form attests that the information submitted is true, accurate, and complete to the best of their knowledge. The information collected will be used to register the agency as a temporary health care services agency in New York State.

I understand that any falsification, omission, or concealment of information may subject the above-named agency and/or its controlling person(s) to administrative, civil, or criminal liability, penalties, and/or fines.

Name _____ Title _____

Address _____

City _____ State _____ ZIP _____

Phone _____ Email _____

Signature _____ Date _____

Appendix 2. 2024 Quarter 1 Reporting Instrument

Quarterly Report Tab Checklist

Quarterly Report Checklist:

Please complete the information on this worksheet and also on these 4 subsequent worksheets:

Tab 1. Wages paid to personnel, and amounts billed to health care entity, by job category and location.

Tab 2. Revenue and Expenses.

Tab 3. Locations of residence and work.

Tab 4. International personnel data.

You may email TempAgencyRegistration@health.ny.gov if you need assistance completing the workbook.

Please enter your agency name in the cell below:

Select Report Quarter

April-June

Please enter your DOH agency ID (TAXXX) in the cell below:

Please enter the name of the person submitting this report below:

Please enter the email of the person submitting this report below:

Please enter the telephone number of the person submitting this report below:

VMS Answer

Is this a Vendor Management System (VMS) business?

Yes

No

Quarterly Report Tab 3 US Locations Data

Instructions: To meet minimum standards for registration, temporary health care services agencies must report quarterly to the department a list of the states and ZIP codes of their health care personnels' primary residences. Please use the dropdown boxes where provided.

Columns A and B: Select the State and enter the ZIP code associated with the primary residence for each individual that worked in a health care entity in New York State during the quarter.

Column C: Select the county for the individual's primary work location. E.g., if the individual worked at Richmond University Medical Center, select Richmond County. If an employee worked in multiple counties, enter the work location where the employee spent most of their time during the quarter.

Column D: Select a job category from the drop-down list.

Primary Residence - State	ZIP code of Residence	Primary Work Location - County in NYS	Job Category

Quarterly Report Tab 4 International

Instructions: Enter the location information for individuals whose **home residence is outside of the United States**, e.g., persons with Form I-9, H-1B worker status.

Column A: Select the home country outside the United States of each individual from the dropdown list.

Column B: Select the individual's primary work county from the dropdown list. The primary work location is where the employee spent most of their time during the quarter.

Column C. Select job category from the dropdown list. You may select "other" if the specific job category, or a similar category, is not on the list.

Home Country	Primary Work Location County in NYS	Job Category