



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

2024 Quarter 3 Data Report

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Background

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 services agencies and health care technology platforms with the New York State Department of Health. Temporary health care services 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 3 reporting data.

Executive Summary

- The Department registered 483 temporary health care services agencies in Year 1. The first year of registration covered August 1, 2023, through July 31, 2024.
- To date, the Department registered 547 temporary health care services agencies in Year 2. The second year of registration covers August 1, 2024, through July 31, 2025.
- The 2024 Quarter 3 data collection period - described in the analysis to follow - covers July 1, 2024, through September 30, 2024. Therefore, quarter 3 crosses Year 1 and Year 2 registration periods.
- Of the 483 temporary health care services agencies registered for Year 1, 305 submitted a quarter 3 report (63%). Of the 305 submitted reports, 287 agency reports were utilized in the analysis.
- Of the 547 temporary health care services agencies registered for Year 2, 305 submitted a quarter 3 report (56%). Of the 305 submitted reports, 287 agency reports were utilized in the analysis.
- In aggregate, agencies listed a total of 28,592 temporary health care staff placed in New York State health care entities.
- Health care entities were billed over \$670 million 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 33%, according to agency reports. Data suggest a higher profit margin for Registered Nurses (57%).
- 70% of temporary workers reported a home residency in New York State.

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

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. For Year 1, (August 1, 2023, through July 31, 2024) the Department of Health registered 446 agencies. The list of Year 1 registered temporary health care services agencies can be found on the Department’s website – [LINK](#).

Agencies began registering for Year 2 in spring and summer 2024. For Year 2, (August 1, 2024, through July 31, 2025) the Department of Health registered 547 agencies to date. The list of Year 2 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. 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.

The registration form can be found on the Department's website at – [LINK](#).

Quarterly Reporting

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 outlined 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.

The data collection instrument can be found on the Department's website at – [LINK](#).

2024 Quarter 3 Results

The quarterly reporting information for the period of July 1, 2024, through September 30, 2024, from temporary health care services agencies and health care technology platforms was due to the Department of Health by November 30, 2024. Reports from 305 agencies were submitted to the Department. Of those, 287 reports were used in the analysis that follows. Eighteen agencies were asked to confirm their data and respond to data quality issues; however, resubmissions were not received by the deadline.

Health Care Entities: Expenditures

As previously described, temporary staffing agencies are required to provide total billing to each health care entity by specific pay categories. As illustrated in Table 1, total billing for the quarter was over \$670 million for all job categories. Most of the billing by temporary staffing agencies is reported under the regular pay category (81%).

Table 1: Health Care Entity Expenditures by Pay Type

Pay Type	Amount	Percent
Regular Pay	\$546,565,325	81%
Lodging and Meals	\$61,423,898	9%
Overtime	\$34,420,394	5%
Other fringe benefits	\$12,253,314	2%
Holiday	\$8,318,624	1%
<i>All other pay types</i>	\$8,522,695	1%
Total	\$671,504,251	100%

Pay types with less than 1% in total billing were collapsed to a single category, “All other pay types” and includes:

- Charge nurse add-on (0.5%)
- Shift differential (0.4% billing)
- Travel with mileage (0.3% billing)
- Weekend differential (0.4% billing)
- *Other category without description* (<0.1% billing)
- Hazard (<0.1% billing)
- Bonus (<0.1% billing)
- Mileage (<0.1% billing)

Results of total billing can be broken down by the types of health care entities charged by staffing agencies for temporary health care workers. As illustrated in Table 2, an analysis of total pay finds that 64% of total billing was for temporary staffing in hospitals, followed by 16% for temporary staffing in skilled nursing entities, and 4% for temporary staffing at diagnostic and treatment centers or their extension clinics.

Ten percent of total billing could not be attributed to a health care entity type. For example, some agencies simply did not select a New York State Permanent Facility Identifier in the data collection file. While for some agencies, the Permanent Facility Identifier for the corresponding entity was not included on the data collection instrument. Such entities would include prisons, mental health facilities, and small provider offices. However, the program is working with Information Technology Services on the development of a data collection platform to alleviate this, and other, data collection limitations.

Table 2: Health Care Entity Expenditures by Entity Type

Entity Type	Amount	Percent	Article 28
Hospital	\$427,828,281	64%	Yes
Residential Health Care Entity – skilled nursing	\$105,083,948	16%	Yes
<i>Entity identification not entered</i>	\$67,211,581	10%	-
Diagnostic and Treatment Center, Ext Clinic	\$27,346,237	4%	Yes
Hospital Extension Clinic	\$23,369,783	3%	Yes
Primary Care Hospital - Critical Access Hospital	\$5,208,802	0.8%	Yes
Licensed Home Care Services Agency	\$4,708,603	0.7%	Yes
Long Term Care Home Health Care Program	\$3,820,788	0.6%	No
<i>All other entity types</i>	\$6,926,230	1.0%	-
Total	\$671,504,251	100%	

Entity types with less than 0.6% expenditures were collapsed to a single category, “All other entity types.” All other entity types included the following:

- NYC Health and Hospitals Corporation Facility (0.3% billing)
- Certified Home Health Agency (0.3% billing)
- Mobile Hospital Extension Clinic (0.2% billing)
- Adult Home (0.2% billing)
- Enriched Housing Program (0.1% billing)
- Primary Care Hospital - Critical Access Hospital Extension Clinic (<0.1% billing)
- Hospice (<0.1% billing)
- Adult Day Health Care Program – Offsite (<0.1% billing)
- Off-Campus Emergency Department (<0.1% billing)
- School Based Diagnostic and Treatment Center Extension Clinic (<0.1% billing)

Table 3 illustrates the top 15 entities with highest total billing for temporary staff in the quarter, according to staffing agency reports. Entity names have been removed from the report. The top 15 billed entities - by type - were hospitals. According to the dataset, hospitals were among the top 54 billed entities with a residential health care facility making the list at 55.

Among the top 15 highest billed hospitals, temporary staffing agency expenditures ranged from approximately \$6 million to \$37 million. The reported average per bed expenditure, for the top 15 billed hospitals, ranged from just over \$12,000 per bed to nearly \$50,000, according to staffing agency reports. Consistent with findings from the 2024 Quarter 2 report, in quarter 3, a hospital located in Central New York had the highest total expenditure with just under \$37 million, as well as the highest average per bed expenditure at \$49,094, according to staffing agency reports.

Table 3. Top 15 Highest Billed Entities

Region	Expenditure	Beds	Average Per Bed Expenditure	# of Temps
Central	\$36,918,459	752	\$49,094	778
NYC	\$20,145,270	1022	\$19,712	295
Finger Lakes	\$18,674,290	528	\$35,368	847
Capital	\$15,220,086	748	\$20,348	566
Finger Lakes	\$14,764,234	897	\$16,460	353
NYC	\$14,201,010	744	\$19,087	214
Finger Lakes	\$11,326,354	311	\$36,419	489
Southern Tier	\$9,635,677	280	\$34,413	285
NYC	\$9,453,191	351	\$26,932	376
Western	\$9,077,838	526	\$17,258	255
NYC	\$8,474,180	415	\$20,420	271
NYC	\$7,700,277	514	\$14,981	216
NYC	\$6,933,408	491	\$14,121	364
NYC	\$6,498,048	530	\$12,260	556
Mohawk Valley	\$6,228,741	373	\$16,699	238

Note: Hospital names removed from report.

Table 4 illustrates the hospital expenditure and average per bed expenditure - by region, according to agency quarterly reports. The average per bed expenditure for hospitals was \$9,059. Total expenditure of hospitals was approximately \$458 million.

Hospitals in the Central and Finger Lakes regions have the highest average per bed rates, \$22,754 and \$22,018 respectively. The average per bed expenditures were lowest in hospitals on Long Island and in the Western region, \$4,562 and \$5,623 respectively. New York City hospitals accounted for the highest expenditure (over \$170 million), with an average per bed expenditure of \$7,681, notably, below the total statewide average of \$9,059.

Table 4. Hospital Expenditures by Region

Region	Hospital Beds	Average Per Bed Expenditure	Total Expenditure
Central	2,227	\$22,754	\$50,673,840
Finger Lakes	2,743	\$22,018	\$60,395,602
Mohawk Valley	1,014	\$17,351	\$17,594,263
Southern Tier	1,597	\$15,085	\$24,091,198
North Country	1,048	\$14,662	\$15,365,581
Capital	2,804	\$9,831	\$27,567,287
NYC	22,133	\$7,681	\$170,009,624
Mid-Hudson	6,105	\$6,375	\$38,922,211
Western	3,679	\$5,623	\$20,686,143
Long Island	7,252	\$4,562	\$33,081,946
Total	50,602	\$9,059 (Avg)	\$458,387,696

Table 5 illustrates the average nursing home (residential health care facility) per bed expenditures and total nursing home expenditures by region, according to agency reports. Across the state, the average expenditure per bed was \$1,232 and the total expenditure was approximately \$105 million.

New York City accounted for the highest expenditures at around \$54 million, 52% of the total statewide. However, New York City had an average per bed expenditure at \$1,434, lower than Southern Tier and Mohawk Valley. The average per bed expenditures were lowest on Long Island and in the Western region, \$694 and \$851 respectively.

Table 5. Nursing Home Expenditures by Region

Region	Nursing Beds	Average Per Bed Expenditure	Total Expenditure
Southern Tier	3,689	\$1,969	\$7,264,721
Mohawk Valley	2,496	\$1,473	\$3,677,211
NYC	37,600	\$1,434	\$53,920,605
Mid-Hudson	9,673	\$1,207	\$11,677,531
Capital	5,390	\$1,145	\$6,172,822
Finger Lakes	5,004	\$1,004	\$5,025,595
Central	3,768	\$974	\$3,671,177
North Country	1,439	\$933	\$1,342,834
Western	5,161	\$851	\$4,391,542
Long Island	10,680	\$694	\$7,413,907
Total	84,900	\$1,232 (Avg)	\$104,557,945

Temporary Workers: Total Pay to All Entities

Agencies are required to provide quarterly data on temporary health care worker pay by job category. Table 6 illustrates the reported total pay to temporary health care workers and the reported total billing of the health care entities, by job category,

The reported total pay to temporary health care workers is over \$400 million and total billing to health care entities is over \$600 million, according to agency reports. More than half of the total pay to workers and more than half of the total billing to health care entities is allocated for the temporary staffing of Registered Nurses. Over \$225 million, or 56% of the total pay is for temporary Registered Nurses, according to agency reports. Over \$350 million of total reported billing of health care entities (57%) is for temporary Registered Nurses, again, according to agency reports.

The average gross profit margin across all job categories is 33% for the quarter. This profit margin is down from the reported average profit margin recorded in the 2024 Quarter 2 report (44%) and in the 2024 Quarter 1 report (41%). The highest average profit margin is for the Registered Nurse job category at 35%. The Nurse Anesthetist category is reported to have the lowest average gross profit (22%) compared to other job categories.

Table 6. Agency Pay to All Workers with Billing by Job Category

Job Category	Total Pay to All Workers	Total Pay	Total Billing to All Facilities	% Total Billing	Gross Profit Margin %
Registered Nurse	\$228,271,219	56%	\$351,655,254	57%	35%
<i>Other - not listed</i>	\$55,246,316	13%	\$82,877,217	13%	33%
Physician	\$36,050,323	9%	\$50,754,850	8%	29%
Licensed Practical Nurse	\$32,010,562	8%	\$46,050,209	7%	30%
Certified Nurse Assistant	\$26,973,147	7%	\$38,689,220	6%	30%
Nurse Anesthetist	\$12,477,313	3%	\$16,019,062	3%	22%
<i>All other categories</i>	\$19,395,954	5%	\$30,260,749	5%	36%
Total	\$410,424,835	100%	\$616,306,560	100%	33% (avg)

“All other job categories”, comprised the remaining 5% of total billing and included: Direct Support Professionals (3%), Physical Therapists (1%), Radiologists (1%), and Occupational Therapists (<1%).

Temporary Workers: Regular Pay for Nurses at Hospitals

Table 7 shifts focus to the regular pay for temporary staffing of nurses in hospitals because this combination of health care entity, job category and pay type is the largest category of temporary health care personnel. As illustrated below, the average pay to temporary nurses and average bill rates to hospitals, for nurses, are highest for the Registered Nurse job category, compared to Licensed Practical Nurse and Certified Nurse Assistant, according to agency reports. The average gross profit margins are between 46% for Registered Nurse to 34% for Licensed Practical Nurse categories.

Table 7. Hospital Nurse Pay and Bill Rates

Nurse Type	Average Pay Rate Per hour	Average Bill Rate Per Hour	Average Gross Profit Margin %
Registered Nurse	\$52.18	\$97.46	46%
Licensed Practical Nurse	\$40.21	\$60.74	34%
Certified Nurse Assistant	\$26.63	\$43.32	39%

Table 8 offers the reported regular pay for the Registered Nurse category in hospitals, by region. As illustrated below, for this quarter, the North Country region is reported to have the highest average pay per hour (\$66) followed closely by Central (\$64) and Long Island (\$63), according to agency reports. Western New York has the highest average bill rate at \$103, followed by Central (\$101) for the temporary staffing of Registered Nurses.

Table 8. Registered Nurse Pay and Hospital Billing Rates by Region

Region	Average Pay Rate Per Hour	Average Bill Rate Per Hour	Gross Profit Margin %
North Country	\$65.75	\$90.20	27%
Central	\$63.81	\$101.95	37%
Long Island	\$63.03	\$81.41	23%
NYC	\$55.71	\$94.16	41%
Mid-Hudson	\$50.98	\$94.78	46%
Mohawk Valley	\$47.43	\$88.70	47%
Western	\$46.41	\$102.91	55%
Capital	\$43.43	\$87.15	50%
Finger Lakes	\$42.99	\$69.15	38%
Southern Tier	\$41.70	\$89.83	54%
Average	\$52.94	\$88.97	40%

Table 9 shows the reported pay of Registered Nurses working in hospitals by region and includes lodging and meal stipends. As described in Table 1, most of the billing for temporary staff is recorded in the regular pay and lodging and meals pay type categories. While the data collection instrument does not delineate between traveling and non-traveling nurses, this analysis provides a proxy measure for the cost of “traveling” nurses on average bill rates.

As illustrated below, the Central region is reported to have the highest average pay per hour (\$189) and average bill rate (\$272) compared to other regions when including lodging and meal stipends. The Western region has the highest gross profit margin (54%) when including lodging and meal stipends.

Table 9. Traveling Registered Nurse Pay in Hospitals and Billing Rates by Region

Region	Average Pay	Average Bill Rate Per Hour	Gross Profit Margin %
Central	\$188.70	\$271.95	31%
Mohawk Valley	\$144.62	\$247.19	41%
Capital	\$144.55	\$220.40	34%
Finger Lakes	\$141.78	\$200.94	29%
NYC	\$120.18	\$200.53	40%
North Country	\$90.91	\$122.74	26%
Southern Tier	\$88.14	\$166.74	47%
Long Island	\$86.46	\$106.61	19%
Mid-Hudson	\$78.70	\$137.82	43%
Western	\$60.69	\$130.73	54%
Average	\$117.31	\$183.25	36%

[Temporary Workers - Home Location and Primary Work Location](#)

Aggregate quarter 3 data found 28,592 temporary workers listed with home residency data. Findings suggest that 70% of temporary workers have a home residence in New York State, whereas out-of-state workers represented 30%.

As illustrated in Table 10, Florida and New Jersey were the leading states for out-of-state zip codes for temporary workers’ home residences at 6% and 5% respectively.

Table 10. Home Residence – United States

State	# of Workers	Percent
New York	19,901	70%
Florida	1,857	6%
New Jersey	1,400	5%
Pennsylvania	809	3%
Texas	660	2%
Connecticut	587	2%
Georgia	509	2%
Maryland	358	1%
North Carolina	277	1%
<i>All Other</i>	2,234	8%
Total	28,592	100%

Temporary workers with a reported international home address span 24 countries. As illustrated in Table 11, most international workers had reported home addresses in Canada (40%) and the Philippines (34%), according to agency reports. Of interest, four workers traveled from Nepal, over 7,500 miles from New York. Registered Nurses comprise 76% of all international placements.

Table 11. Home Residence – International

Country	# of Workers	Percent
Canada	149	40%
Philippines	126	34%
Haiti	21	6%
India	17	5%
Thailand	17	5%
<i>All others</i>	38	10%
Total	368	100%

Of temporary health care workers with a reported home zip code in New York State, a majority were commuting less than 25 miles to their primary work location, according to agency reports. Over a third traveled 10 miles or less (37%) and approximately 60% traveled 25 miles or less between their home zip codes and primary work locations. Just over a quarter (27%) were traveling over 50 miles.

The average miles reported was 37 miles with a median distance traveled of 14 miles. Of note, almost two-thirds of all New York State temporary health care workers – reportedly - traveled less than 50 miles to their primary work location.

Table 12. Distance from New York Home Zip Code to Primary Health Care Entity

Distance to Entity	# Workers	Percent
0-10 miles	8,012	40%
10-25 miles	4,838	24%
25-50 miles	2,739	14%
50-100 miles	2,240	11%
Over 100 miles	2,005	10%
Total	19,771	100%
Mean	36.7 miles	
Median	14 miles	

Table 13 shows reported temporary worker commuting distances from home zip codes to primary work locations, organized by region. Two-thirds of temporary workers with a New York City home zip code are traveling 10 miles or less to their primary work locations. In contrast, only 2% of temporary workers with a North Country home zip code traveled 10 miles or less. North Country residents are more likely to travel 50 miles or greater (57%).

Table 11. Distance from Home Zip Code to Health Care Entity by Region

Region	0-10 Miles	10-25 Miles	25-50 Miles	50-100 Miles	100+ Miles
Capital	173 (11%)	524 (34%)	236 (15%)	220 (14%)	385 (25%)
Central	329 (27%)	180 (15%)	197 (16%)	321 (27%)	179 (15%)
Finger Lakes	489 (29%)	175 (10%)	380 (22%)	452 (26%)	222 (13%)
Long Island	1,029 (35%)	1,101 (37%)	577 (19%)	172 (6%)	88 (3%)
Mid-Hudson	263 (16%)	731 (46%)	367 (23%)	145 (9%)	102 (6%)
Mohawk Valley	48 (9%)	108 (19%)	177 (31%)	134 (24%)	101 (18%)
North Country	4 (2%)	2 (1%)	22 (13%)	43 (26%)	95 (57%)
NYC	5254 (66%)	1,366 (17%)	477 (6%)	315 (4%)	521 (7%)
Southern Tier	228 (23%)	150 (15%)	172 (17%)	279 (28%)	175 (17%)
Western	192 (18%)	495 (47%)	127 (12%)	141 (13%)	108 (10%)
Total	8,012 (40%)	4,838 (24%)	2,739 (14%)	2,240 (11%)	2,005 (10%)

Figure 1 illustrates distance to work among temporary health care workers with home zip codes in New York State, reported by region, but excluding New York City.

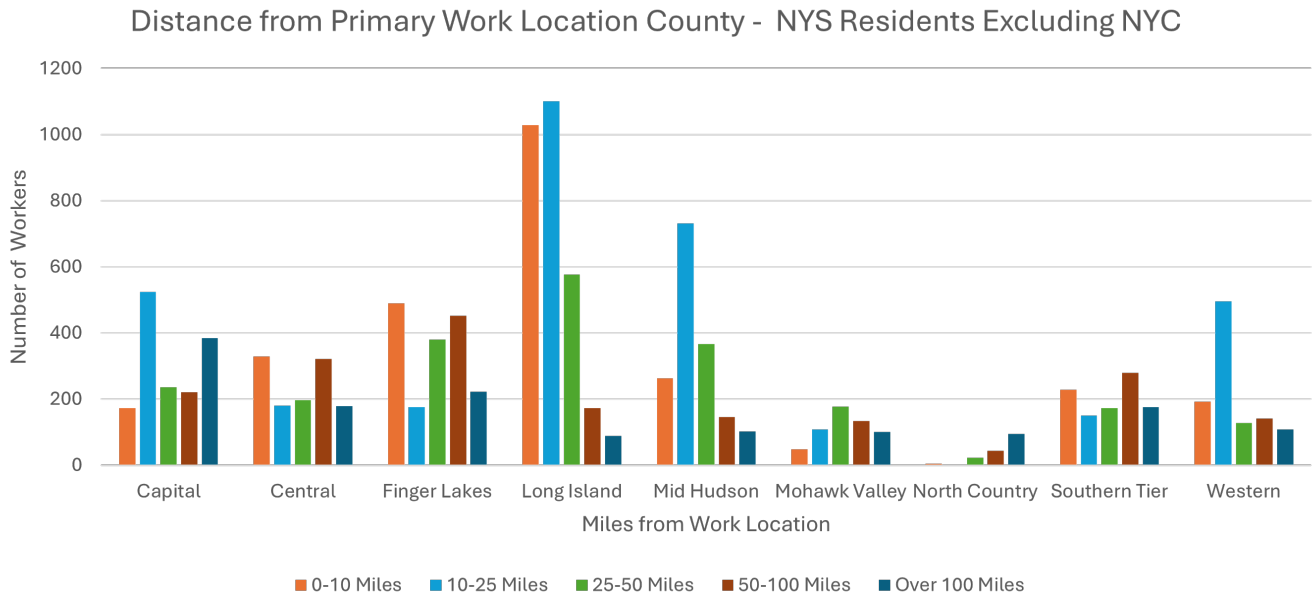


Figure 1. Distance to Work by Region

Figure 2 illustrates distance to New York City work locations among temporary health care workers with home zip codes in New York State.

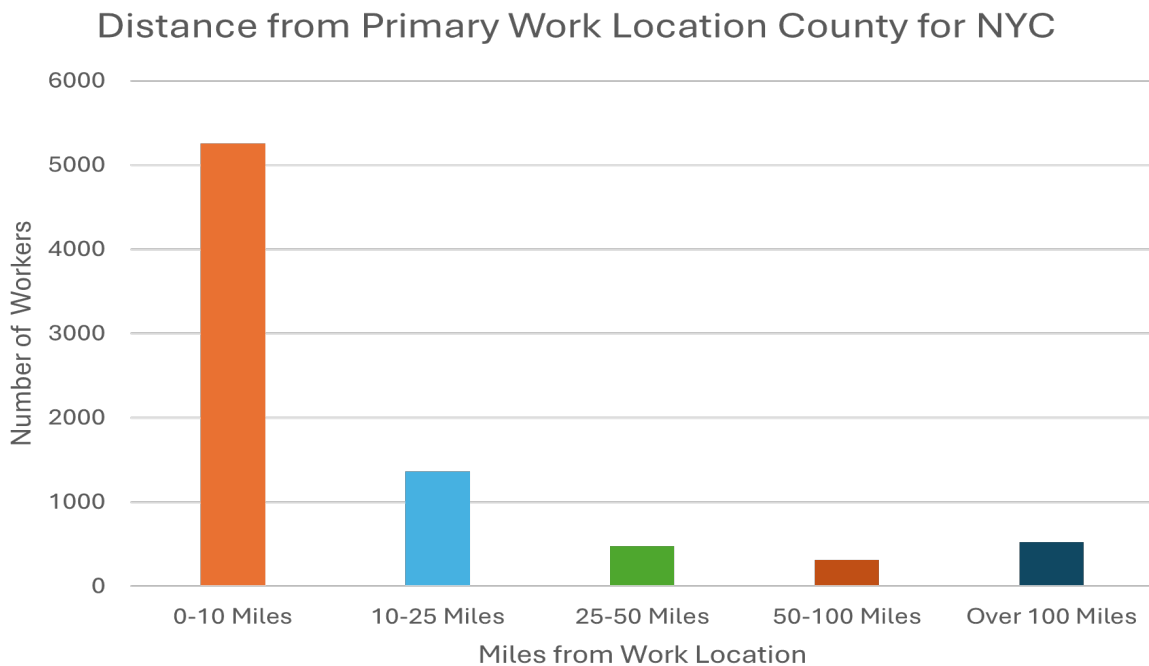


Figure 2. Distance to Work in NYC