



**Department  
of Health**

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

2024 Quarter 4 Executive 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 temporary health care services agencies and health care technology platforms to register with the New York State Department of Health beginning August 1<sup>st</sup>, 2023. Registration is an annual process that must be renewed each August. Temporary health care services agencies and health care technology platforms, referred to as “agencies” hereinafter, 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. In addition to the registration process, Article 29-K requires agencies to submit to the Department of Health quarterly financial information which the Department then summarizes and publishes on its website. Accordingly, this document provides an analysis of agencies’ registration and 2024 quarter 4 reporting data (October 1, 2024, through December 31, 2024.)

## Executive Summary

- The annual registration period runs August 1 through July 31. 2024 quarter 4 is situated within the year 2 registration cycle, August 1, 2024, through July 31, 2025.
- The Department registered 534 agencies as of December 31, 2024, the end of 2024 quarter 4. Agencies were required to submit a quarter 4 report containing demographic and financial information about temporary worker placements during the quarter.
- Of the 534 agencies required to report, 423 (79%) complied.
- Agencies reported placing approximately 28,000 temporary health care workers in New York State health care entities during the quarter.
- Health care entities were billed \$747 million for the workers for the quarter.
- Analysis of the amounts paid to health care workers and the amounts billed to health care entities revealed an average gross profit margin of 35%.
- 72% of temporary workers had a home residence in New York State.

## Statute Description

Registration of Temporary Health Care Services Agencies and Health Care Technology Platforms went into effect on August 23, 2023. The statute determined that any person, firm, corporation, partnership, association, or other organization, referred to as “agencies” throughout, in the business of procuring or providing 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 annually from August 1 through July 31, unless revoked or suspended. In Year 1, (August 1, 2023, through July 31, 2024) the Department of Health registered 487 agencies. The list of Year 1 registered agencies can be found on the Department’s website – [LINK](#). As of December 31, 2024, the Department has registered 534 agencies for Year 2 (August 1, 2024, through July 31, 2025). The list of Year 2 registered agencies can be found on the Department’s website – [LINK](#).

For registration, the statute requires agencies submit an annual registration fee of \$1,000, a registration form, and supplemental materials containing the following information:

- a. Names and addresses of the agency’s 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.
- d. The state of incorporation of the agency.
- e. All contracts and invoices between the agency and each health care entity to which it assigns or refers health care personnel.

To be eligible for registration, agencies must meet the following minimum standards outlined on the registration form and defined in statute:

- 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 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 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.

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

## 2024 Quarter 4 Results

The quarterly reporting information for October 1, 2024, through December 31, 2024, from temporary health care services agencies and health care technology platforms was due to the Department of Health by February 28, 2025. Of the 534 registered agencies, reports from 423 agencies (79%) were submitted to the Department. Of the 423 reports received, 318 were used in this analysis because the remaining 105 agencies either (a) submitted reports with no New York State placements, (b) submitted their report after the deadline, or (c) did not meet the minimum submission requirements. For example, some agencies routinely submit quarterly reports without billing data or do not provide the required worker-level data set forth by statute, despite multiple follow-ups by the Department.

### Amounts Billed to Health Care Entities

Agencies are required by statute to provide the amounts billed to each health care entity by pay type. As demonstrated in Table 1, total billing for the quarter was over \$747 million. Most of the billing is reported under the “Regular Pay” pay type (82%). Pay types with less than 1% in total billing and data submitted without a pay type were collapsed to a single category, “All other pay types” including but not limited to: charge nurse add-on (0.5%), shift differential (0.2%), weekend differential (0.2%).

**Table 1: Amounts Billed to Health Care Entities by Pay Type**

Pay Type	Amount	Percent
Regular pay	\$609,414,875	82%
Lodging and meals	\$65,588,460	9%
Overtime	\$35,725,117	5%
Holiday	\$8,915,101	1%
Other fringe benefits	\$7,830,978	1%
<i>All other pay types</i>	\$20,091,123	3%
<b>Total</b>	<b>\$747,565,655</b>	<b>100%</b>

Table 2 shows the amount billed for temporary health care workers by the entity type. It is found that 59% of total billing was for temporary staffing at hospitals, followed by 15% for skilled nursing facilities.

Sixteen percent of total billing could not be assigned an entity type because some agencies either (a) did not identify the Health Care Entity in the data collection instrument, or (b) the entity type could not be determined for the Health Care Entity reported. The latter may include prisons, mental health facilities, and small provider offices. The program continues to work with Information Technology Services on the development of a data collection platform to alleviate this, and other, data collection limitations.

Entity types with less than 1% of the total were collapsed to a single category, “All other entity types.” These include, but are not limited to, Certified Home Health Agency (0.6%), Primary Care Hospital – Critical Access Hospital (0.5%), Licensed Home Care Services Agency (0.3%), Adult Home (0.2%), Mobile Hospital Extension Clinic (0.1%), Enriched Housing Program (0.1%).

**Table 2: Health Care Entity Amounts Billed by Entity Type**

Entity Type	Amount	Percent	Article 28
Hospital	\$444,294,119	59%	Yes
<i>Permanent Facility Identifier not entered</i>	\$119,620,673	16%	-
Residential Health Care Facility – skilled nursing	\$113,886,169	15%	Yes
Diagnostic and Treatment Center, Ext Clinic	\$30,170,071	4%	Yes
Hospital Extension Clinic	\$18,636,479	3%	Yes
Home Health Care Programs	\$13,837,600	2%	No
<i>All other entity types</i>	\$7,120,543	1%	-
<b>Total</b>	<b>\$747,565,654</b>	<b>100%</b>	

Table 3 presents the top 15 entities with highest total billing for temporary staff in the quarter, according to staffing agency reports. Entity names were removed from the report. Coincidentally, the top 15 billed entity types were all hospitals. In fact, hospitals accounted for the top 88 billed entities in the dataset, with the first non-hospital, a residential health care facility, appearing at rank 89. The top 15 showed amounts billed ranging from \$6 million to over \$31 million. The amount billed per bed for the top 15 ranged from approximately \$13,500 to \$49,000, according to staffing agency reports. A hospital in Central New York reported the highest total amount billed, with just over \$31 million. However, this hospital had a per-bed billed amount of \$29,817, considerably less than the \$48,868 per bed reported for a hospital in the Southern Tier region.

**Table 3. Top 15 Highest Billed Entities**

Region	Amount Billed, Total	Beds	Amount Billed, Per Bed
Central	\$31,785,428	1066	\$29,817
Finger Lakes	\$20,285,010	904	\$22,439
NYC	\$19,135,444	1039	\$18,417
Finger Lakes	\$18,581,174	528	\$35,192
NYC	\$17,797,020	750	\$23,729
Capital	\$16,281,967	755	\$21,566
Southern Tier	\$13,731,802	281	\$48,868
NYC	\$12,679,367	415	\$30,553
Western	\$10,795,740	526	\$20,524
Finger Lakes	\$9,854,567	335	\$29,417
NYC	\$8,442,872	515	\$16,394
NYC	\$8,007,054	538	\$14,883
Long Island	\$7,291,605	248	\$29,402

NYC	\$7,083,904	352	\$20,125
NYC	\$6,685,699	342	\$19,549
NYC	\$6,658,380	491	\$13,561

Note: Hospital names removed from report.

Total amounts billed for hospitals neared \$450 million, and the average per bed amount for all hospitals was around \$9,000. Table 4 illustrates the amounts billed for hospitals by region. New York City hospitals accounted for the highest amount billed (approximately \$164 million), with an average per bed amount of \$7,304, notably, below the total statewide average of \$8,940. Hospitals in the Finger Lakes and Central New York regions have the highest average per bed rates, \$20,527 and \$19,383 respectively. The amounts per bed were lowest for hospitals on Long Island and in the Mid-Hudson region, \$4,925 and \$5,923 respectively.

**Table 4. Hospital Amounts Billed by Region**

Region	Hospital Beds	Average Per Bed Amount Billed	Total Amount Billed
Capital	2,876	\$10,560	\$30,370,514
Central	2,257	\$19,383	\$43,748,498
Finger Lakes	2,927	\$20,527	\$60,082,442
Long Island	6,684	\$4,925	\$32,918,741
Mid-Hudson	5,970	\$5,923	\$35,359,543
Mohawk Valley	1,026	\$18,458	\$18,937,611
North Country	1,127	\$11,652	\$13,132,261
NYC	22,414	\$7,304	\$163,711,924
Southern Tier	1,606	\$17,192	\$27,610,474
Western	3,277	\$6,892	\$22,586,047
NYS	50,164	\$8,940	\$448,458,054

Table 5 shows the amounts billed to nursing homes and residential health care facilities, by region. Across the state, the total amount billed was nearly \$114 million and the average per bed was \$1,329. New York City accounted for the highest amount at approximately \$64 million, 56% of the total statewide. New York City had the highest amount billed per bed at \$1,681. The average per bed was lowest in the Western and the Central regions, \$624 and \$671 respectively.

**Table 5. Nursing Home Amounts Billed by Region**

Region	Nursing Beds	Total Amount Billed	Average Per Bed Amount Billed
NYC	37,861	\$63,648,034	\$1,681
Mid-Hudson	9,193	\$13,990,775	\$1,522
Long Island	11,623	\$9,055,061	\$779
Southern Tier	3,845	\$6,320,686	\$1,644
Capital	5,311	\$6,005,927	\$1,131
Finger Lakes	5,361	\$4,419,311	\$824
Mohawk Valley	2,408	\$3,756,247	\$1,560
Western	4,910	\$3,064,707	\$624
Central	3,991	\$2,676,536	\$671
North Country	1,203	\$948,886	\$789
<b>Total</b>	<b>85,706</b>	<b>\$113,886,170</b>	<b>\$1,329 (Avg)</b>

#### Temporary Workers: Total Pay to All Entities

Agencies are required by statute to provide quarterly data on temporary health care worker pay by job category. Table 6 illustrates the total pay to workers and the total amounts billed to the health care entities for those workers, by job category, according to agency quarterly reports.

The total quarterly pay to temporary health care workers is nearing \$500 million and total billing to health care entities nearing \$750 million. More than half of the total pay to workers, and more than half of the total billing to health care entities, was for the job category “Registered Nurse.”

The average gross profit margin percentage across all job categories is 35% for the quarter, which is the identical amount reported for the prior quarter. The job category with the highest average gross profit margin percentage is Certified Registered Nurse Anesthetist at 44%. The job category with the lowest average gross profit margin percentage (27%) is Physical Therapist.

**Table 6. Agency Amounts Paid to Workers and Amounts Billed to Entities, by Job Category**

Job Category	Total Pay to Workers	% Total Pay	Total Billed To Entities	% Total Billed	Gross Profit Margin %
Registered Nurse	\$250,047,957	52%	\$402,601,459	54%	38%
Physician	\$51,618,925	11%	\$75,077,910	10%	31%
Licensed Practical Nurse	\$41,345,103	9%	\$57,227,475	8%	28%
Certified Nurse Assistant	\$31,736,859	7%	\$44,730,510	6%	29%
Certified Reg Nurse Anesthetist	\$18,669,171	4%	\$33,067,354	4%	44%
Direct Support Professional	\$14,407,621	3%	\$21,818,208	3%	34%
Physical Therapist	\$6,340,538	1%	\$8,664,296	1%	27%
Radiologist	\$3,155,066	1%	\$4,726,774	1%	33%
Occupational Therapist	\$2,312,752	<1%	\$3,541,203	<1%	35%
<i>Other – not listed</i>	\$64,022,557	13%	\$93,684,149	13%	32%
	\$483,656,549	100%	\$745,139,338	100%	35%

Temporary Workers: Regular Pay for Nurses at Hospitals

Table 7 shifts focus from all pay for all workers to only the Pay Type “Regular Pay” for nurses working in hospitals. This combination of pay type, job category and entity type is the most prevalent fraction of temporary health care workers reported by temporary staffing agencies. As shown in the table, the average pay rate and average bill rate is highest for Registered Nurses, compared to Licensed Practical Nurse and Certified Nurse Assistant, according to agency reports. The average gross profit margins were as high as 47% for Registered Nurses and as low as 35% for Certified Nurse Assistants.

**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	\$52.60	\$98.00	47%
Licensed Practical Nurse	\$38.00	\$64.04	41%
Certified Nurse Assistant	\$27.48	\$42.52	35%

Table 8 displays the Pay Rate, Billing Rate and Gross Profit Margin for Registered Nurses in hospitals for each region. The Central New York region exhibited the highest average pay rate (\$67) followed closely by Long Island (\$64) and New York City (\$57), according to agency reports. Central New York had the highest bill rate at \$109, followed by Mid-Hudson (\$100) and New York City (\$96) for the temporary staffing of Registered Nurses in hospitals.

**Table 8. Hospital Registered Nurse Pay and Bill Rates by Region**

Region	Average Pay Rate Per Hour	Average Billing Rate Per Hour	Average Gross Profit Margin %
Central	\$66.58	\$108.87	39%
Long Island	\$64.31	\$81.52	21%
NYC	\$57.33	\$96.35	40%
Mid-Hudson	\$51.13	\$99.87	49%
North Country	\$48.10	\$83.28	42%
Mohawk Valley	\$47.53	\$83.67	43%
Capital	\$44.69	\$92.78	52%
Southern Tier	\$42.92	\$92.44	54%
Finger Lakes	\$42.17	\$71.86	41%
Western	\$36.75	\$75.05	51%
NYS	\$53.05	\$89.57	41%

While the data collection instrument does not differentiate between traveling and non-traveling nurses, an approximate cost of “traveling” can be determined by analyzing the pay type “Lodging and Meals stipends.” In Table 9, for Registered Nurses working in hospitals, the pay types “Regular Pay” and “Lodging and meal stipends” were summed. The summed pay is shown in the table by region.

The New York City region showed the highest average pay rate (\$114), followed closely by Capital region (\$110), when including lodging and meal stipends into the pay. The Capital region has the highest average bill rate (\$139). The Southern Tier region has the highest gross profit margin (39%) when including lodging and meal stipends.

**Table 9. Hospital Registered Nurse Pay with Lodging and Meals**

Region	Average Tot Pay Rate	Average Tot Bill Rate	Gross Profit Margin %
Central	\$93 (67)	\$132 (109)	30% (39)
Long Island	\$84 (64)	\$102 (82)	18% (21)
NYC	\$114 (57)	\$128 (96)	11% (40)
Mid-Hudson	\$84 (51)	\$116 (100)	28% (49)
North Country	\$72 (48)	\$101 (83)	29% (42)
Mohawk Valley	\$69 (48)	\$100 (84)	31% (43)
Capital	\$110 (45)	\$139 (93)	21% (52)
Southern Tier	\$66 (43)	\$108 (92)	39% (54)
Finger Lakes	\$79 (42)	\$102 (72)	23% (41)
Western	\$87 (37)	\$108 (75)	19% (51)

### Temporary Workers - Home Location and Primary Work Location

Agencies reported information on home residency for 27,892 temporary workers. Findings show 72% of temporary workers have a home residence in New York State, and 28% out-of-state. As illustrated in Table 10, residents from Florida and New Jersey were the most common out-of-staters. Residents from nearly all states provided temporary health care services to New York State during the quarter.

**Table 10. Home Residence – United States**

State	# of Workers	Percent
New York	20,066	72%
Florida	1,691	6%
New Jersey	1,297	5%
Pennsylvania	762	3%
Texas	623	2%
Connecticut	565	2%
Georgia	468	2%
North Carolina	240	1%
<i>All Other</i>	2,180	8%
Total	27,892	100%

Temporary workers with a reported international home address span 33 countries. As illustrated in Table 11, most international workers had a home address in the Philippines (50%) and Canada (27%), according to agency reports.

**Table 11. Home Residence – International**

Home Country	# of Workers	Percent
Philippines	272	50%
Canada	146	27%
Thailand	31	6%
China	18	3%
India	17	3%
<i>All Other</i>	65	10%
Total	549	100%

The distance traveled to work was computed using reports that provided a valid New York State home ZIP code. The shortest distance was computed from the centroid of the home ZIP code to the centroid of the work county (note, the data collection instrument collected each worker's work *county* and not their exact work address because temporary workers can be placed at several locations during the quarter.) As illustrated in Table 12, the median distance-to-work is 13 miles, with 42% traveling 10 miles or less, and 66% traveling 25 miles or less.

**Table 12. Distance from Home to Work (NYS residents)**

Distance to Work	# of Workers	Percent
0-10 Miles	8,292	42%
11-25 Miles	4,699	24%
26-50 Miles	2,479	13%
51-100 Miles	2,185	11%
Over 100 Miles	1,984	10%
Total	19,639 workers	100%
Mean	35 miles	
Median	13 miles	

Table 13 illustrates temporary worker commuting distances from home zip codes to primary work locations, by region. Quite unsurprisingly, temporary workers with a New York City home zip code traveled the least, 10 miles or less. In contrast, 52% of temporary workers with a North Country home zip code traveled over 100 miles. Although most workers live within 50 miles of their work, some regions show a large proportion of their workers travel over 100 miles including the North Country (52%), Southern Tier (25%), Capital district (23%), and Mohawk Valley (21%).

**Table 13. Distance from Home to Work by Region (NYS residents)**

Region	0-10 Miles	11-25 Miles	26-50 Miles	51-100 Miles	Over 100 Miles
Capital	174 (12%)	479 (34%)	214 (15%)	212 (15%)	326 (23%)
Central	279 (23%)	182 (15%)	161 (14%)	378 (32%)	190 (16%)
Finger Lakes	488 (30%)	177 (11%)	330 (20%)	382 (23%)	264 (16%)
Long Island	957 (35%)	996 (37%)	529 (20%)	151 (6%)	72 (3%)
Mid-Hudson	230 (14%)	784 (49%)	384 (24%)	139 (9%)	80 (5%)
Mohawk Valley	45 (8%)	105 (18%)	157 (26%)	164 (28%)	126 (21%)
North Country	6 (2%)	15 (5%)	31 (11%)	85 (30%)	151 (52%)
NYC	5,820 (68%)	1,483 (17%)	450 (5%)	328 (4%)	495 (6%)
Southern Tier	183 (22%)	106 (12%)	114 (13%)	237 (28%)	213 (25%)
Western	110 (14%)	372 (49%)	109 (14%)	109 (14%)	67 (9%)
Total	8,292 (42%)	4,699 (24%)	2,479 (14%)	2,185 (11%)	1,984 (10%)