



**Department  
of Health**

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

2024 Year in Review

## Table of Contents

<b>Background</b> .....	2
<b>Executive Summary</b> .....	2
<b>2024 Year in Review</b> .....	2
Agency Registrations .....	3
Billed Amounts for Temporary Health Care Workers .....	3
Gross Profit Margin for Workers, by Category .....	5
Gross Profit Margin for Registered Nurses at Hospitals .....	6
Temporary Workers - Home Location and Primary Work Location .....	7

## Background

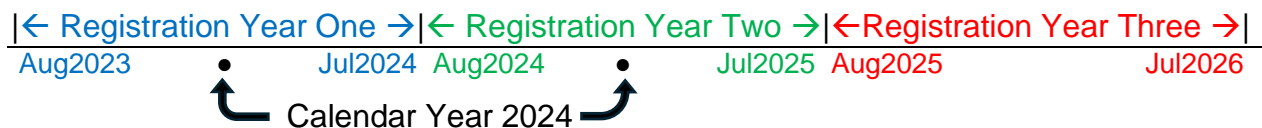
Part X of the Health and Mental Hygiene Fiscal Year 2023-2024 Budget introduced Article 29-K to the Public Health Law requiring registration with the New York State Department of Health of temporary health care services agencies and health care technology platforms. Temporary health care services agencies 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 health care workers for New York State health care entities. Each registration year begins August 1 and runs through July 31. In addition to registering with the Department of Health, agencies are required to submit quarterly reports.

## Executive Summary

- The number of registered agencies increased from approximately 430 to 530 agencies during the calendar year.
- There were between 28,000 and 32,000 temporary health care workers placed at New York State health care entities each quarter. The job category most placed was Registered Nurse.
- The amount billed each quarter to New York State health care entities for the temporary health care workers was between \$600M and \$750M, totaling \$2.6B for calendar year 2024.
  - Of the \$2.6B billed, workers were paid approximately 64% of the amount billed, returning a gross profit margin to the agencies near 36%, or \$1 billion retained by the agencies in profits annually.
- 70% of the temporary workers employed by agencies had a home address in New York State.
  - Two-thirds of temporary workers with New York State residences traveled 25 miles or less to their primary work locations, with 40% traveling less than 10 miles.

## 2024 Year in Review

This report summarizes both the registration information and the quarterly reporting data across calendar year 2024. The calendar year spans registration year 1 and registration year 2, as illustration below.



*Note on data collection:* The Department of Health undertook significant work improving and refining the data collection instrument from quarter to quarter to capture the most relevant and accurate information from agencies. Accordingly, data collected across quarters may not be directly comparable due to these refinements (revised wording, added or removed fields, and refined response categories). The Department conducted quarterly webinars to provide comprehensive guidance on completing the data collection instrument - including best practices for data entry - and opportunities for agencies to ask questions, provide feedback and suggestions, and share challenges encountered.

### Agency Registrations

Agencies registered throughout the 2024 calendar year. Table 1 shows the cumulative number of registered agencies, by quarter, along with the number of agencies that complied with the quarterly reporting requirement each quarter. The number of temporary health care workers placed in New York State each quarter hovered around 28,000 workers, according to agency reports, with a peak number of placements at more than 32,000 in Quarter 2.

**Table 1: Registration & Number of Placements by Temporary Staffing Agencies**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Cumulative Registered agencies	434	446	483	534
Quarterly data submissions	366	269	305	423
Quarterly data Response rate	84.3%	60.3%	63.1%	79.2%
Temporary worker placements	28,166	32,614	28,592	27,919

### Billed Amounts for Temporary Health Care Workers

Agencies are required to report the amount billed for temporary health care workers to each New York State health care entity on a quarterly basis. Table 2 summarizes the billed amount, by health care entity category, according to agency reports. Hospitals and skilled nursing home facilities were billed most.

**Table 2: Billed Amounts by Temporary Staffing Agencies, by Facility Type**

*Dollars in millions*

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Hospitals	380.0	378.0	427.8	444.3	<b>1,630.1</b>
Skilled Nursing Facilities	130.0	102.5	105.1	113.9	<b>451.5</b>
Diagnostic Treatment Clinics	14.6	25.9	27.3	30.2	<b>98.0</b>
Hospital Extension Clinics	32.4	15.4	23.4	18.6	<b>89.8</b>
All other facility types	10.5	15.2	20.7	21.0	<b>67.3</b>
Facility types not entered	72.5	67.6	67.2	119.6	<b>327.0</b>
Total	640.1	604.6	671.5	747.6	<b>2,663.7</b>

Figure 1 shows a visual representation of the total amount billed by temporary health care agencies to all health care facility types in 2024, by quarter.

**Figure 1. Temporary Health Care Staffing Agencies Total Billing, Year 2024**

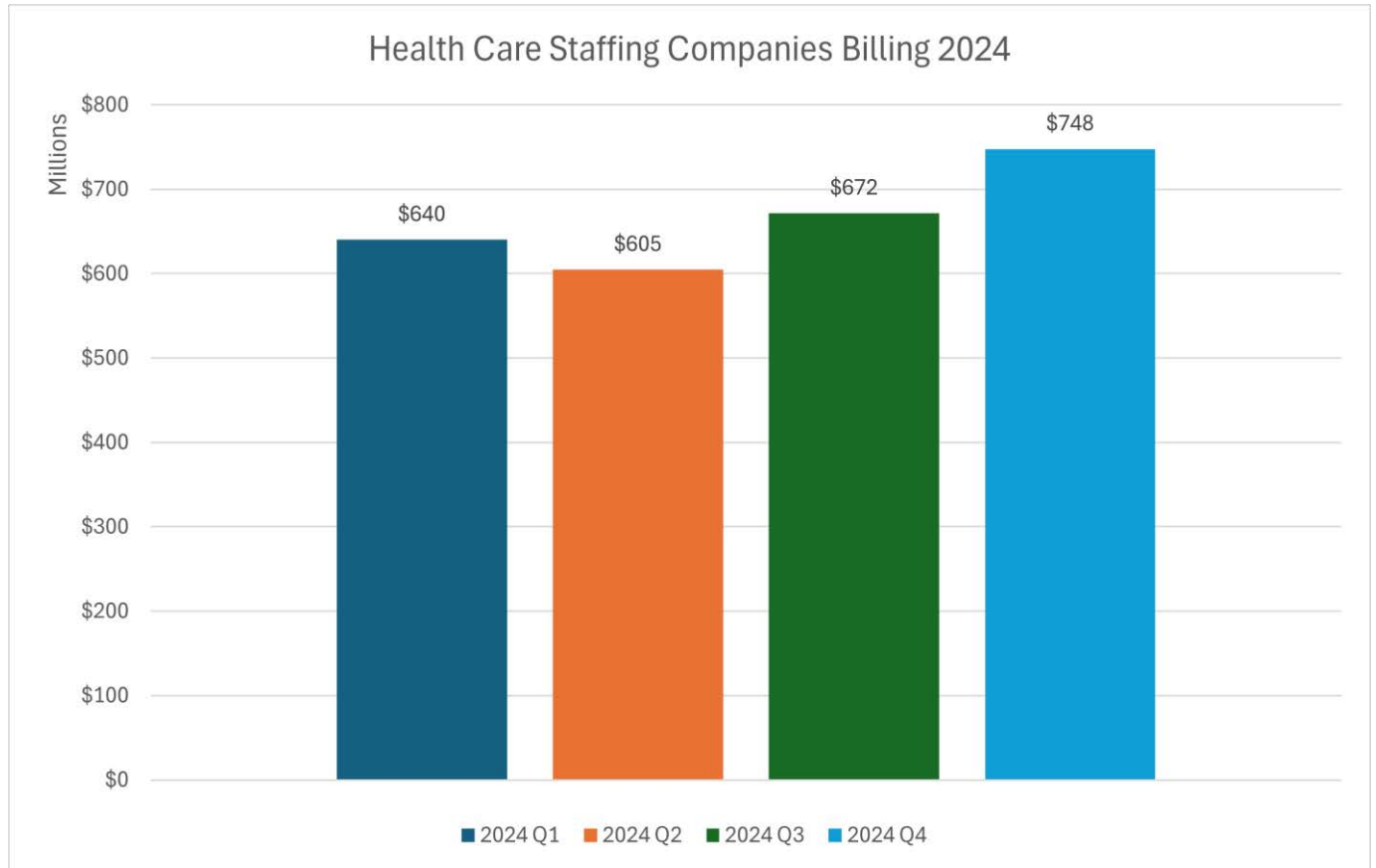


Table 3 shows the amounts billed specifically to hospitals, by region, according to agency reports. Hospitals across the state were billed more than \$1.65 billion in 2024. New York City’s hospitals were billed approximately \$600 million throughout 2024, while hospitals in the Finger Lakes and Central region were each billed roughly \$200 million. Capital region, Mid-Hudson region and Long Island hospitals were billed around \$100 million during the year.

**Table 3. Total Amount Billed to Hospitals by Temporary Staffing Agencies, by Region** *Dollars in millions*

Region	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Capital	29.9	26.9	27.6	30.4	<b>114.8</b>
Central	40.3	67.4	50.7	43.7	<b>202.1</b>
Finger Lakes	62.1	57.7	60.4	60.1	<b>240.2</b>
Long Island	42.0	15.5	33.1	32.9	<b>123.5</b>
Mid-Hudson	20.8	31.6	38.9	35.4	<b>126.7</b>

Mohawk Valley	13.2	13.1	17.6	18.9	<b>62.8</b>
North Country	12.7	7.7	15.4	13.1	<b>48.9</b>
NYC	136.1	128.3	170.0	163.7	<b>598.1</b>
Southern Tier	11.6	20.9	24.1	27.6	<b>84.2</b>
Western	15.1	8.9	20.7	22.6	<b>67.3</b>
<b>Total</b>	<b>383.9</b>	<b>378.0</b>	<b>458.4</b>	<b>448.5</b>	<b>1,668.7</b>

Table 4 illustrates the amounts billed specifically to nursing homes by region, according to agency reports. Across the state, the total amount billed for calendar year 2024 was \$450 million with New York City accounting for half at approximately \$227 million.

**Table 4. Total Amount Billed to Skilled Nursing Facilities by Temporary Staffing Agencies, by Region, Dollars in millions**

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	<b>Annual</b>
Capital	7.3	7.1	6.2	6.0	<b>26.6</b>
Central	3.7	3.3	3.7	2.7	<b>13.3</b>
Finger Lakes	5.9	10.1	5.0	4.4	<b>25.5</b>
Long Island	13.8	7.4	7.4	9.1	<b>37.7</b>
Mid-Hudson	13.1	12.2	11.7	14.0	<b>51.0</b>
Mohawk	5.8	4.2	3.7	3.8	<b>17.4</b>
North Country	3.4	6.9	1.3	0.9	<b>12.5</b>
NYC	66.8	43.2	53.9	63.6	<b>227.6</b>
Southern	4.8	4.1	7.3	6.3	<b>22.5</b>
Western	5.5	4.0	4.4	3.1	<b>16.9</b>
<b>Total</b>	<b>130.0</b>	<b>102.5</b>	<b>104.6</b>	<b>113.9</b>	<b>451.0</b>

### Gross Profit Margin for Workers, by Category

Agencies are required to provide quarterly data on the amount billed to health care entities for temporary health care workers, by job category. This data was used to calculate average gross profit margin. According to agency reports, the Registered Nurse category is the highest billed compared to Licensed Practical Nurse and Certified Nursing Assistant. Table 5 illustrates the average gross profit margin across job categories, according to agency reports.

**Table 5. Gross Profit Margins Retained by Temporary Staffing Agencies, by Job Category**

Job Category	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Registered Nurse	43%	48%	35%	38%

Licensed Practical Nurse	32%	31%	30%	28%
Certified Nursing Assistant	33%	31%	30%	29%
Physician	28%	26%	29%	31%
All other jobs*	42%	38%	36%	32%

Gross Profit Margins Retained by Temporary Staffing Agencies Placing Registered Nurses at Hospitals

Table 6 shifts focus to the regular hourly pay for Registered Nurses in hospitals as this combination of pay type, job category, and entity type is the largest fraction of temporary health care workers reported by agencies. As illustrated, the average gross profit margin for temporary Registered Nurses in hospitals appears highest in the Southern Tier region, followed closely by the Capital region and Western region.

**Table 6. Gross Profit Margins for Registered Nurses in Hospitals**

Region	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Capital	45%	48%	50%	52%
Central	51%	41%	37%	39%
Finger Lakes	46%	42%	38%	40%
Long Island	30%	34%	23%	21%
Mid-Hudson	41%	55%	46%	49%
Mohawk Valley	57%	45%	47%	43%
North Country	55%	52%	27%	42%
NYC	46%	55%	41%	40%
Southern Tier	58%	53%	54%	54%
Western	47%	45%	55%	51%

For illustrative purposes, Table 7 combines information from Table 3 and Table 6 to show both the amount billed to hospitals by the temporary staffing agencies, and the average gross profit margin retained by the temporary staffing agencies.

**Table 7. Total Amount Billed to Hospitals by Temporary Staffing Agencies, and their Gross Profit Margin, by Region**

Key: Total billed (Gross profit margin of the agency)

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
<b>Total</b>	\$383.9M (43%)	\$378M (48%)	\$458.4M (35%)	\$448.5M (38%)	<b>\$1,668.7M (41%)</b>
<b>Capital</b>	\$29.9M (45%)	\$26.9M (48%)	\$27.6M (50%)	\$30.4M (52%)	<b>\$114.8M (49%)</b>
<b>Central</b>	\$40.3M (51%)	\$67.4M (41%)	\$50.7M (37%)	\$43.7M (39%)	<b>\$202.1M (42%)</b>
<b>Finger Lakes</b>	\$62.1M (46%)	\$57.7M (42%)	\$60.4M (38%)	\$60.1M (40%)	<b>\$240.2M (42%)</b>
<b>Long Island</b>	\$42M (30%)	\$15.5M (34%)	\$33.1M (23%)	\$32.9M (21%)	<b>\$123.5M (27%)</b>

<b>Mid-Hudson</b>	\$20.8M (41%)	\$31.6M (55%)	\$38.9M (46%)	\$35.4M (49%)	<b>\$126.7M (48%)</b>
<b>Mohawk Valley</b>	\$13.2M (57%)	\$13.1M (45%)	\$17.6M (47%)	\$18.9M (43%)	<b>\$62.8M (48%)</b>
<b>North Country</b>	\$12.7M (55%)	\$7.7M (52%)	\$15.4M (27%)	\$13.1M (42%)	<b>\$48.9M (44%)</b>
<b>NYC</b>	\$136.1M (46%)	\$128.3M (55%)	\$170M (41%)	\$163.7M (40%)	<b>\$598.1M (46%)</b>
<b>Southern Tier</b>	\$11.6M (58%)	\$20.9M (53%)	\$24.1M (54%)	\$27.6M (54%)	<b>\$84.2M (55%)</b>
<b>Western</b>	\$15.1M (47%)	\$8.9M (45%)	\$20.7M (55%)	\$22.6M (51%)	<b>\$67.3M (50%)</b>

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

Reports showed approximately 71% of temporary workers have a home residence in New York State, and only 29% live out-of-state. As illustrated in Table 8, after New York, Florida and New Jersey were the most common home residence for temporary workers.

**Table 8. Home Residence, by State**

Residence	Quarter 1	Quarter 2	Quarter 3	Quarter 4
New York	71%	65%	70%	72%
Florida	6%	7%	6%	6%
New Jersey	5%	5%	5%	5%
Pennsylvania	3%	4%	3%	3%
All other states	15%	18%	16%	15%

For workers with home residences in New York State, the average distance traveled to work was calculated when the record had a valid home ZIP code and a primary work location. Note, the quarterly reporting instrument instructed agencies to report the *county* of each worker's primary work location. As a result, commuting distances were calculated from the centroid of the home ZIP code to the centroid of the work county using a formula that returns the shortest distance between the two points. As illustrated in Table 9, about half of all workers traveled 10 miles or less from home to work, and two-thirds traveled 25 miles or less. Under a quarter traveled over 50 miles.

**Table 9. Distance from Home to Primary Work, New York Residents**

Distance	Quarter 1	Quarter 2	Quarter 3	Quarter 4
0 to 10 miles	43%	37%	40%	42%
10 to 25 miles	24%	23%	24%	24%
25 to 50 miles	12%	12%	14%	13%
50 to 100 miles	11%	15%	11%	11%
Over 100 miles	10%	12%	10%	10%