

“Why would I ever want to worry about the administrative side of things?”

Overview

The need

When Marianne Trotter launched Accessible Medical Staffing in 1998, she knew she didn't want the hassles, headaches, and risk involved with keeping a large administrative team on staff. Her passion is staffing, and she wanted the ability to keep her and her staff focused on growth.

The solution

Marianne chose TRICOM and their Total Staffing Administrative Solution to take care of all her back office needs from invoicing, to payroll, accounts receivable management, workers comp reporting, and more.

The benefit

Marianne has peace of mind as a result of TRICOM's extensive system of checks and balances. She has built strong customer relationships because her invoices are error-free, eliminating the headaches and late payments that come with mistakes. She also doesn't worry about workers comp audits or government filings since she knows TRICOM submits the information she needs to stay compliant.

How one staffing company owner removed the stress of running her business to focus on growth.

Since 1998, Accessible Medical Staffing has provided skilled medical staffing to meet the needs of nursing homes, hospitals, home healthcare providers, rehabilitation facilities, surgical centers, physician offices, medical clinics, industrial sites, and private settings throughout Iowa and Indiana, as well as fulfilling special assignments across the country. Founder, President and CEO Marianne Trotter is a licensed nursing home administrator who understands the challenges of healthcare staffing.

Thinking About Control in the Opposite Way

When Marianne started her healthcare staffing company in 1998, she knew she didn't want to deal with the added stress, time, and safety issues that come from the responsibility of in-house administrative duties. “My whole focus is staffing, selling, and growing the business,” Marianne explains. “That's what I want my people devoted to. In my mind, it's a no brainer. Why would you want to own that talent, because most times you would not be using that talent for those things full-time? I don't need a full time accountant. I don't need, nor would I want, full time payroll people to do every aspect of it. I've talked to some other staffing company owners about that. They're very worried [about loss of control]. I'm like 'Whoa. You're thinking of it the opposite way I'm thinking of it.'”

Marianne points to the safety of having a third party handle her payroll as a prime reason for choosing TRICOM. “There can be fraud and abuse in any of those positions if you have them on the inside,” explains Marianne. “Particularly with the payroll there are just fabulous checks and balances with TRICOM.” She continues, “To own all those employees and have to manage them and then me needing to have a certain amount of knowledge of what they're supposed to be doing — I just think it's crazy that people want to keep that in-house.”

Marianne also points to the accuracy of her invoices as helping her business run more smoothly, as well as strengthening her customer relationships. “When I started the business, coming from the nursing home side, I had specific things I had to have on the invoices because of what I knew would trip them up. TRICOM designed these invoices to put the info on there that I wanted. And it's SO accurate. That is huge and has made it so much easier to serve our clients. Huge. Huge. Huge. Any mistake on an invoice makes them [our customers] think that you're being fraudulent, or that you're trying to push through extra charges. Or it makes them feel that you're messy. You don't want to confuse them. You want to be as user-friendly as possible. They face huge challenges. Their places are so busy, and they don't have the right talent. We don't want to be a problem to them. It's selfish on my part because I get paid faster, and I get more business. But it's also playing to their needs.”

“Why would you want to have to check all of this all the time and make sure someone isn’t doing something that’s not right? Having an outside source overseeing all of it I think gives you a safety net I can’t say or stress enough how good it is, how easy it makes my life, and how satisfying the relationship is.”

— Marianne Trotter, President & CEO, Accessible Medical Staffing



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For over 30 years, TRICOM has offered a full line of staffing administrative and financial services unmatched by any other provider. By offering consolidation of data and a Staffing Executive Business Suite, coupled with our unparalleled staff expertise, our services allow staffing owners to focus on growth — without worrying about compliance, billing, payroll, or other issues that keep them up at night.

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Marianne continues, “Another question I get all the time from other staffing company owners is ‘What about mistakes?’ There are no mistakes — period — either in payroll or receiving money. And another thing: we’re never late on anything in terms of the government payments we have to make and the government reporting. Again, if I had to worry about that or I had people on my staff that that was their job, I would still have to check and make sure that it’s accurate.”

Julie Ann Bittner, TRICOM President & CEO, reflects on the long-term relationship with Marianne, “I’m proud and grateful that TRICOM’s Total Staffing Administrative Solution has been a valuable resource to Marianne and her team. We pride ourselves on taking over the mental load from our clients and helping them focus on achieving their goals by eliminating the distractions of day-to-day business operations.”

Part of the Same Team

Over the years, Marianne has found that TRICOM has become an extension of her business. “I always feel like they’re part of our team. I’ve said this repeatedly. Carrie Larson (our TRICOM payroll representative) — I always feel like she takes as much ownership as I do because of the things she remembers and the notes she keeps to remind me of what we’ve done in the past. The accuracy, quality of service and guidance is everywhere at TRICOM. They take care of so much of the back office. It’s more than just the payroll and receiving the money. It’s the workers comp audit. I get compliments all the time. Through the twenty-some years, every single auditor from the insurance company was always (and still is) very complimentary due to the clean reports they get. The audit is so quick. There’s limited questions back at me. I would point out to other staffing company owners, ‘What’s that like for you? When it’s time for the audit and they appear, how hard is it for you to gather all that information? Do you know where it’s at in your company? And who does it, and do you understand what they need?’ Why would I want to be an expert on that once a year?”

Marianne continues, “Sometimes we’ll have emergency situations for TRICOM’s Help Desk: someone didn’t hand in a time sheet, she has no money for gas and she can’t go to work this week unless we pay her and we’ve already closed the payroll. There’s always that, and no matter what comes up, TRICOM figures it out.”

In the end, it’s not only about the relationship, but also the bottom line. “I believe it’s very, very cost effective. You own the talent you need to own to keep your business afloat and to grow it, and keep business coming in the door. I just think it would be very distracting to me and to a lot of people to jump into some of these roles and to oversee some of the roles,” Marianne points out.

She continues, “It’s a huge, huge benefit, and the experience has been wonderful, just wonderful. I always say I could not run this business without TRICOM. Nor would I want to run it without TRICOM.”