

## CASE STUDY: recruiting and credentialing

### Introduction:

The CHG Lean team worked with Presbyterian Healthcare Services, a system of hospitals located in New Mexico, to bring greater efficiency to its locum tenens hiring and credentialing process.

### Challenge:

To reduce the time it takes from opening the position through confirming the provider, and through credentialing.

### Solution:

During an eight-hour kaizen event, we worked with Presbyterian to name every stakeholder and step throughout their processes. Using a “value stream mapping” exercise, we looked at the big picture of recruiting and credentialing and identified opportunities for improvement. Together, we created a “value stream improvement plan,” which became the roadmap to faster, cost-saving systems. CHG identified and improved two separate processes for Presbyterian:

1. The length of time between open jobs to confirmation for Presbyterian was originally 26 days. To shorten that time, CHG and Presbyterian eliminated unnecessary steps in the healthcare system’s approval process. Additionally, CHG agreed to assist Presbyterian in building a pool of

preapproved providers to tap for open positions.

**These changes shortened the time between open jobs to confirmation to seven days.**

2. After analyzing Presbyterian’s lengthy in-house credentialing procedure, Presbyterian weighed the pros and cons of outsourcing this important function and entered into a delegated credentialing agreement with CHG. **Doing so reduced time from confirmation to physician start – from 112 days to 90 days – leading to fewer vacancies, higher revenue, and uninterrupted patient care.**

#### RESULTS

Time saved:

**112 days in the first year**

Increased patient care:

**100,000+ patients**

Increased revenue:

**\$17 million\***

To learn more about staffing your facility, contact CHG enterprise client solutions by phone 801.930.3228, or email [ecs.contact@chghealthcare.com](mailto:ecs.contact@chghealthcare.com).