The Mission

A prominent national healthcare provider with operations spanning 15 states, 60+ hospitals, and over 1,000 care sites faced critical challenges with their physician onboarding process. As industry research shows, the average time to onboard a physician at a hospital exceeds 90 days, with credentialing alone taking up to three months. These delays can cost healthcare organizations approximately $100,000 per week in lost billings.

The healthcare provider recognized several pain points in their existing system:

- Cumbersome credentialing processes requiring external validations

- Complex compliance checks across multiple departments and external agencies

- Poor coordination between various stakeholders including medical staffing, IT, facilities, and external organizations

- Manual, disconnected workflows leading to inefficiencies and delayed time-to-productivity

- Lack of a unified solution to orchestrate tasks across all entities and systems

With physician turnover costs estimated between $400,000-$600,000 per provider, streamlining the onboarding process became not just beneficial but essential for operational efficiency and financial sustainability.

50% faster physician credentialing turnaround time.

30% reduction in overall onboarding cycle time

Accelerated Time-to-Productivity for new physicians

50% faster physician credentialing turnaround time

The Solution: Strategic Partnership with INRY and ServiceNow

Recognizing these challenges, the healthcare provider partnered with INRY to implement a comprehensive ServiceNow solution specifically designed for healthcare onboarding. INRY developed a tailored approach leveraging ServiceNow HRSD Enterprise to address the unique complexities of physician onboarding for the customer.

1. Discovery Workshop

- Collaborative sessions to understand the customer's current onboarding processes and requirements and identify areas for automation and improving end-user experience

- Following these successful workshops, the customer recognized the potential for significant improvements in efficiency, cost savings, and physician experience. The compelling demonstration and ROI calculator presented by INRY and ServiceNow revealed millions in potential savings for years to come

2. Streamlined Physician Request Management

- Configuration of request forms and processes for the hiring team

- Establishment of onboarding administration workflows with task templates and SLAs

- Development of a dedicated coordinator workspace

- Implementation of Knowledge Management workflows for article publishing and lifecycle management

3. Preboarding Lifecycle Events

- Tailored Physician Preboarding Employee Lifecycle Events and Activity Sets based on physician classifications

- Enabled Center of Excellence (COE) for physician onboarding to ensure best practices

- Implementation of key functionalities including task management, approvals, auto-task creation, and eSignature capabilities

4. Unified Portal Experience

- Delivery of a dynamic, mobile-friendly portal through Employee Center Pro

- Centralized platform for knowledge browsing, task tracking, and documentation management

- Integration of help features including live chat for immediate support

- Mobile accessibility via the Now Mobile app for on-the-go task completion

5. Seamless Systems Integration

- Integration with Human Capital Management (HCM) systems

- Data synchronization for HR profiles, locations, departments, and job profiles

- Implementation of robust security controls and compliance measures

6. Mobile Onboarding Management:

- INRY enabled physicians to manage their onboarding seamlessly via the Now Mobile app
- This feature allowed them to complete tasks, upload documents, access knowledge, receive notifications, and request support on the go

7. Actionable Analytics and Insights

- Configuration of dashboards and reports for tracking key performance indicators

- Monitoring tools for onboarding progress and user satisfaction

- Implementation of a Satisfaction Survey Scorecard for continuous improvement

A Massive Impact on Onboarding Time and Physician Experience

The implementation of INRY's ServiceNow solution transformed the healthcare provider's physician onboarding process, delivering significant benefits:

- **Time Savings**: Approximately 40 hours saved per hire for operational leaders and recruiting teams

- **Faster Credentialing**: 50% reduction in average physician credentialing application turnaround time

- **Streamlined Process**: 30% reduction in overall onboarding cycle time

- **Enhanced Physician Experience**: Dynamic, user-friendly portal creating a positive first impression and

streamlining the entire onboarding journey

- **Accelerated Time-to-Productivity**: New physicians able to focus on patient care sooner rather than navigating administrative hurdles

- **Improved Data Visibility**: Comprehensive dashboards providing leadership with actionable insights into onboarding metrics

A Long-Term Strategic Investment

This transformation demonstrates how digital solutions can revolutionize healthcare administrative processes. By automating workflows and reducing administrative burdens, the healthcare provider has not only improved operational efficiency but also significantly enhanced physician satisfaction.

The solution addresses the critical industry challenge of physician onboarding delays, which identifies as a major cost factor for healthcare organizations. By creating a single destination for all physician services and orchestrating complex tasks across departments and external agencies, the healthcare provider has established a strategic

advantage in attracting and retaining top physician talent.

As the healthcare landscape continues to evolve, this forward-thinking approach to physician onboarding positions the organization for sustained success in delivering exceptional patient care while optimizing operational costs.

2022
GLOBAL PARTNER
Award Winner
servicenow.

Fastest Growing Company
FT FINANCIAL TIMES
Inc. 5000

Certified Secure
AICPA SOC
SOC 2 TYPE II CERTIFIED