From Gridlock to Greenlight: INRY Unlocks Efficiency for Healthcare Organization's Provider Onboarding

The customer is a non-profit healthcare organization integrating hundreds of medical professionals, care hospitals, surgery centers, and home care services across Central Indiana.

A growing challenge threatened to slow down healthcare operations, which is onboarding new care providers. Skilled physicians working tirelessly to deliver the best possible care to their patients were hindered by the complexity of paperwork, approvals, and disparate systems. The manual effort, effort-intensive, and siloed onboarding process resulted in stalled onboarding, increased operational expenses, and deadlock on all sides. This led to a strain on existing physicians being stretched thin, impacting patient care and revenue due to prolonged wait times for new providers.

Recognizing the need for a smooth and efficient onboarding journey for providers, the customer engaged INRY, a trusted ServiceNow Elite partner. INRY carefully examined the customer's concerns and requirements, followed by presenting an implementation approach for modernizing the onboarding process. Onboarding wasn't just about efficiency; it was about bringing life-saving care to those who needed it most.

HRSD Onboarding Solution to Streamline Information Flow and Boosting Onboarding Efficiency

INRY proposed implementing ServiceNow's Human Resources Service Delivery (HRSD) Enterprise Onboarding and Transitions application, ensuring the customer is on the fast track to success. The solution synchronized a workflow dependent on 30 different systems with the unified Now

- **Shortened Time to Patient Care**
- **Streamlined onboarding process**
- **Minimized Administrative Burdens**
- **Improved Engagement & Communication**

Platform (ServiceNow Platform). Our implementation approach involved active collaboration with the customer's team in every step of the implementation, working closely with the customer to develop a solution that meets their requirements. Moreover, INRY's project delivery methodology – Process Area Specific Sprints (PASS) follows an iterative approach to solution development to ensure the solution meets the customer's business needs.

Revolutionizing the Onboarding Process: The Implementation of HRSD Onboarding for the customer

The implementation of the HRSD Enterprise Onboarding and Transitions solution has revolutionized the onboarding

process for the customer, empowering care providers with self-service, filing documentation ahead of schedule, tracking application progress, and maintaining a channel for communication with HR teams.

Furthermore, enhancements to the knowledge management process allowed physicians to resolve onboarding queries through self-service, reducing the time HR teams spend answering queries.

A unified Employee Center portal ensured care providers accessed a user-intuitive web portal for completing their onboarding activities. In addition, the solution integrated with PeopleSoft and an Identity Access Provider for importing care providers' details and providing access for completing assigned tasks. Reports were set up to ensure continuous improvement in the onboarding process. During the implementation, INRY ensured the delivery of a robust solution through the following:

- Solution Configuration: Tailoring the solution to the customer's unique needs, process-specific details, and integration requirements

- Self-service Approach: Ensuring physicians are empowered to search for information for their queries, reducing communication delays

- Integration with Existing Systems: The solution is integrated with the customers' existing HR systems for seamless data exchange

- Testing and Validation: Thorough testing was done to ensure all functionalities worked as intended and met compliance requirements

Platform Support to ensure long-lasting success

INRY assisted the customer organize training for HR Administrators to ensure proficiency with the solution. Our 90-Day CloudCover (CC90) Adoption and Enhancement Support program provides ongoing training, helpdesk, and technical support, along with regular onboarding reviews for continuous improvement.

Transforming Healthcare Provider Onboarding with INRY :

INRY's healthcare expertise and client-centered approach transformed the customer's provider onboarding process, saving time, reducing costs, and improving patient care with ServiceNow. Their journey from gridlock to greenlight highlights the transformative power of technology and collaboration.

Contact INRY to accelerate your onboarding and achieve success. With our healthcare expertise and innovative solutions, we can assist in streamlining your provider onboarding and delivering transformative results.

30%
Reduced Onboarding cycle time

40
Minimum business hours saved per new hire

25%
Reduction in provider application submission time

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