



## ShiftWise Customer Case Study: University Hospitals

University Hospitals (UH) is one of the nation's leading healthcare systems— the second largest private sector employer in Northeast Ohio, and one of the top five largest private sector employers in the state of Ohio. More than 24,000 physicians and employees constitute UH and its eleven facilities: together, they perform more than 4.5 million outpatient procedures and nearly 63,000 inpatient discharges annually.

### Executive Summary

#### The Challenge:

- Stringent, organization-wide requirements for screening contingent staff
- Time-consuming, manual and paper-based processes
- Repetitive screening processes at multiple facilities

#### The ShiftWise Solution:

- Online verification of credentials, tests, immunizations and documents using ShiftWise VeriStaff™
- Notification when credentials have expired or are approaching expiration
- Electronic signature on each verification to ensure audit trail
- Real-time and historical staff credential data

#### Powerful Outcome:

- Electronic signatures
- Fast, accurate and standardized credential verification across the entire eleven-hospital organization
- Simplified, automated compliance with more-accurate industry staffing requirements—such as those outlined by the Joint Commission
- Easy electronic access to all documentation for potential candidates of temporary placement

# The Challenge

## Comprehensive Employee Screenings; Time-Consuming, Manual Processes

University Hospitals' goal is to provide comprehensive primary and community-based care—the kind of healthcare people need most—as well as access to the highest quality specialty care when needed. As a key component of delivering on this mission, University Hospitals (UH) is committed to providing the highest levels of safety and assurance at its facilities. This process spans not only across its medical services, but also to the processes it has in place—to ensure that all full-time and temporary workers have been thoroughly screened before they are employed by the organization.

University Hospitals began an initiative across all of its facilities to create and enforce stronger controls for verifying credentials of its employees credentials. The organization identified two pieces of legislation as models for comprehensive employee screening: Ohio Senate Bill 160, which mandates that all employees who work with the elderly must be checked for criminal history; and Senate Bill 38, which requires criminal record checks for potential employees working in positions that focus on the care, control or custody of children. While these regulations were being observed as requirements for employees working directly with elderly and pediatric patients, UH sought to expand their requirements to all of the employees within its organization.

“At University Hospitals, our top priority is keeping our patients safe: this starts by making sure that they have safe care providers,” said Erin Slay, BSN, RN, MHA, director of hospital operations and patient relations officer for University Hospitals. “To provide the safest possible environment: we decided to go beyond simply meeting regulatory requirements and extended screening processes to include every contingent worker coming into our organization.”

UH implemented processes to collect and verify credentials for potential employees, including contingent workers procured from staffing suppliers. The organization soon found that its manual, paper-based credential verification system was too time-consuming and difficult to sustain. It also determined that its screening processes were often being repeated across its eleven hospitals when the same worker was placed at another UH facility.

“Our credentialing system required constant manual updating of hundreds of separate file folders for workers with documentation for all their background checks, certifications, immunizations and a number of other requirements. Because these processes were often being repeated for the same contingent workers every time they worked at a different hospital, UH recognized the need to explore technologies that would help automate these processes, and we turned to ShiftWise to help us create a more efficient and sustainable process for credentialing.”

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“ShiftWise is really standardizing our credentialing processes to make them system-wide,” said Slay, “When we clear someone to work a shift, we can now vet them for our whole organization.”

# The ShiftWise Solution

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## System-wide automation of credential verifications

ShiftWise delivers standard-setting Software as a Service (SaaS) applications that are easy to implement and provide a host of powerful tools to improve staffing operations. By automating processes that typically require heavy use of phone, paper and fax, ShiftWise enables healthcare organizations to implement a Strategic Staffing Plan with ease.

University Hospitals has relied on the ShiftWise service to streamline its contingent staffing process across its organization since 2004. The ShiftWise service automates UH's entire process of working with outside staffing suppliers—with online scheduling, time keeping, reporting, secure payment processing, and error-free invoicing. It also enables UH to efficiently manage its internal staffing pool so they can be effectively deployed throughout the organization.

UH turned to ShiftWise to automate and streamline its system-wide credential verification process for all the clinical and non-clinical contingent staff it procured through suppliers. Utilizing its VeriStaff technology, ShiftWise worked closely with UH to implement an end-to-end system to ensure that all worker credentials are verified before they enter a UH facility, and that only a worker with the appropriate credentials to work in a specific department can sign in to that department to begin a shift. All documentation for potential candidates for contingent shifts is uploaded electronically into ShiftWise, so UH's staffing managers can now easily verify that candidates meet all credentialing requirements before they can come into the organization.

“The credentialing capabilities of ShiftWise provide us with a huge safety net to ensure that we’re not bringing in workers that we don’t want to have in our facilities,” said Slay, “Nobody can come in to work in our organization without a check mark in the ShiftWise system proving that they meet our requirements. ShiftWise is the tool that we use for gate-keeping to provide safety to our patients.”

Additionally, because ShiftWise has become the system of record-keeping for credential verification across the entire organization, it has enabled UH to eliminate previously repeated processes .

“ShiftWise has provided UH with the tools to increase efficiency and save time and money,” said Slay. “When we clear someone to work a shift, we can now vet them for our whole organization instead of clearing them for one system at a time.

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### **Simplified Compliance, JCAHO Audit Made Easy**

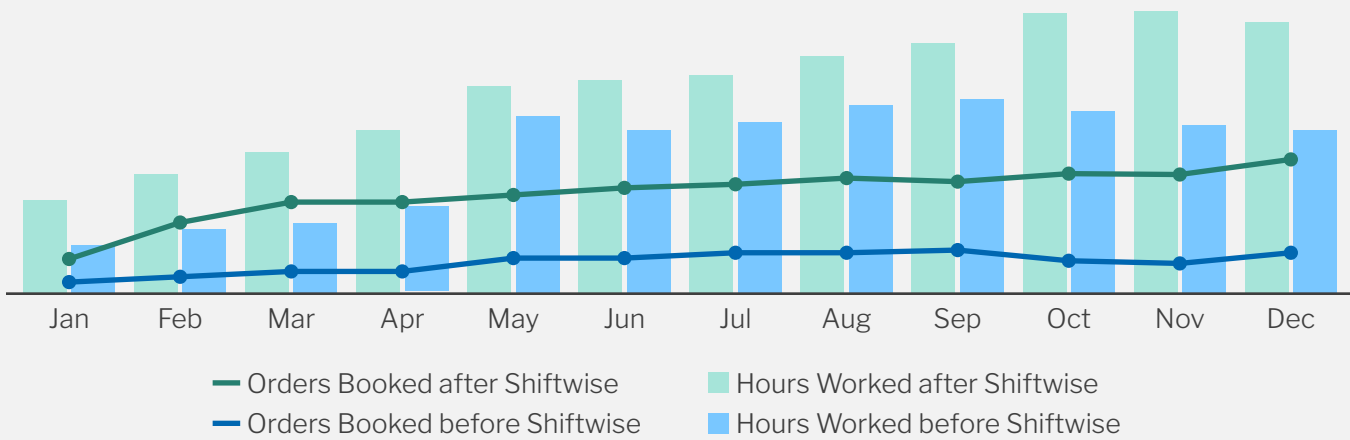
In addition to providing a higher degree of safety and assurance through its comprehensive credentialing capabilities, ShiftWise has dramatically simplified University Hospitals' processes for staffing compliance.

ShiftWise now automates a thorough vetting process and provides documentation that helps us more easily demonstrate compliance regulatory requirements. UH can now leverage ShiftWise to electronically verify candidate immunizations and background check screenings, as well as other credentials required by federal, state and local laws that regulate the care of patients in healthcare. ShiftWise also provides UH with proactive, automated alerting on expiring credentials and certifications—enabling the organization to address the issue with staffing providers to prevent compliance lapses.

The value of ShiftWise's comprehensive credential management and verification solution was quickly proven to UH when one of the organization's community hospitals underwent a Joint Commission Survey.

“One of our community hospitals recently went through a joint commission survey where agency files were pulled. We reviewed and were able to quickly retrieve the necessary documents from ShiftWise to demonstrate that a contingent worker had been vetted per UH requirements. Because the documentation was date and time stamped, we easily proved all the requirements were met prior to contingent workers first shift worked at our facility.”

“Because the documentation was date and time stamped, we easily proved all the requirements were met prior to any contingent workers first shift worked at our facility.”



### Credential Management Results:

70% reduction in time spent screening contingent staff and the elimination of redundant work across multiple hospitals

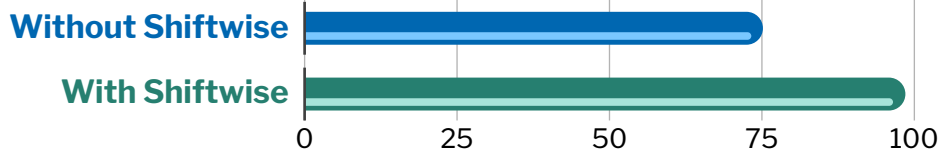
The manual process of collecting documents that takes **hours**.



ShiftWise can get all of your documents ready in **minutes**.



### Average Staff Grade



### ABOUT SHIFTWISE

Leading healthcare systems nationwide choose ShiftWise to lower costs, ensure compliance, and improve quality when using flexible, temporary, and contract professionals. With an intuitive, web-based suite of applications and services that are highly flexible to the needs of each client, ShiftWise maintains a broad client base across the entire spectrum of healthcare providers and includes some of the most clinically advanced healthcare systems in the United States. ShiftWise is based in Portland, Oregon. Learn more about ShiftWise at [www.shiftwise.com](http://www.shiftwise.com) or find us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



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