UNIVERSITY HOSPITALS

University Hospitals (UH) is one of the nation's leading health care 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, and together they perform more than 4.5 million outpatient procedures and nearly 63,000 inpatient discharges annually.

Erin Slay, BSN, RN, MHA, director of hospital operations and patient relations officer for University Hospitals, manages the organization's Enterprise Staffing Services, a 200-plus-member internal staffing agency.

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 utilizing ShiftWise VeriStaff™
- Notifications for approaching and expired credentials
- Electronic signature on each verification to ensure audit trail
- Real-time and historical staff credential data

Powerful Outcome:

- Faster, more accurate and standardized credential verification across the entire 11-hospital organization
- Simplified, automated compliance with industry staffing requirements, such as those outlined by the Joint Commission
- Easy electronic access to all documentation for potential candidates for 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 necessary. 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 for ensuring 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 employee credentials for all of its workers. 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 focused on the care, control or custody of children. While these regulations were being observed as required 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 - and that 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 11 hospitals when the same worker was placed at another facility within the organization.

"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 us automate these processes, and we turned to ShiftWise to help us create a more efficient and sustainable process for credentialing."

> "To provide the safest possible environment, we decided to go beyond simply meeting regulatory requirements and extended screening processes to include every worker coming into our organization."

> "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

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.

As a partner of OHA Solutions a subsidiary of the Ohio Hospital Association (OHA), 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 payments 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 and the OHA and its subsidiary OHA Solutions 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, and 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.

> "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."

ShiftWise VeriStaff Credential Management: Watch a Demo

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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 requirement. 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."

Staff Profile
Belle, Anna
As of Sep 19, 2011 15:23

Specialties: Med/Surg

License/Certifications

Status	Type	State	Issued	Expires	Modified By	Modified On
Active	RN	OH	04/01/2009	04/03/2013	Veristaff Admin	01/05/2011

Specialties

Specialty	Description	Skills Checklist		Competency Exam		Modified By	Modified On
		Date Completed	Date to Renew	Date Passed	Score		
Med/Surg	Med/Surg	01/03/2011	01/01/2012			Veristaff Admin	01/05/2011

Credentials

Status	Name	Issued	Expires	Comments	Modified By	Modified On
Active	ACLS	01/03/2011	01/03/2013		Veristaff Admin	01/05/2011
Expired	BLS	01/03/2011	03/01/2011		System User	03/01/2011