

QX Delivers **99% Accuracy** in JCO Audits with **Less Than 1% Error**



Client Profile

Since 1998, the client has excelled in workforce staffing across industries, specializing in healthcare by placing nurses, therapists, physicians, and other professionals in life sciences, technology, and education.

Business Challenges

- **Inefficient Document Management:** Difficulty in managing and organizing traveler documentation within the ATS.
- **Credentialing Delays:** Challenges in meeting turnaround times (TAT) for uploading documents, compiling outstanding documentation, and coordinating with nurses for onboarding.
- **Expiring Documents:** Limited capacity to follow up with nurses on expiring documentation, leading to compliance gaps.
- **Time Constraints:** The credentialing team struggled to notify travelers about document expirations during extensions due to insufficient time and resources.

Client's Objectives

The client aimed to strengthen their credentialing operations by:

- Ensuring comprehensive documentation management within their Applicant Tracking System (ATS).
- Streamlining the credentialing process to improve onboarding efficiency.
- Proactively managing expiring documents to support seamless traveler extensions and compliance.



How QX Helped

- **Enhanced Document Management:** QX deployed credentialing specialists to manage and organize documentation in the client's ATS, ensuring compliance and easy accessibility.
- **Streamlined Credentialing Process:** A standardized checklist and digital tracking system improved efficiency, reduced delays, and enhanced documentation accuracy.
- **Proactive Renewal Support:** QX introduced a follow-up schedule and used email, text, and calls to ensure timely document renewals and seamless extensions.
- **End-to-End Onboarding Model Implementation:** QX trained the team on a end-to-end onboarding model, reducing candidate dropouts and streamlining the credentialing process from start to finish.

Results Delivered



Fast-Track Hiring: 980 candidates onboarded & 2,666+ documents processed.



Optimized CRM Utilization: Effective document uploads in both client and CRM systems allowed the onshore team to focus on high-value tasks.