

# 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.

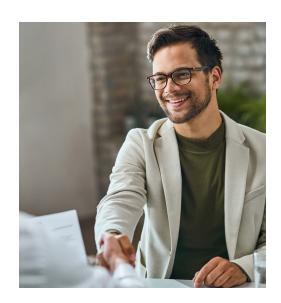
# **Business Challenges**

- 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.