

Case Study:

## **Six-Figure Savings with Credentialing Support**

How partnership with  
PSG saved over  
**\$450K/yr**





## Client Profile

Founded in 1992, this client offers full-service staffing solutions to assist clients in building a sustainable and dynamic workforce. Their dedicated team of over 500 caters to temporary, temp-to-hire, and full-time employment needs — generating yearly revenue of over \$75 million.

### Offering staffing solutions with specialties in:

- Healthcare
- Scientific fields
- Finance & Accounting
- Technology



## Footprint

This client takes pride in being recognized as *Best in Staffing* for both client and talent satisfaction. Among their multiple accolades, they've maintained the *Fastest-Growing company* designation, receiving the award 7 times.



## The Search for an Efficient Credentialing Solution

The client was in need of a solution to lower costs throughout the recruiting process without having to increase in-house headcount.

With the high standards for certification and experience of applicants in healthcare, they sought out a partnership that catered to the highly specific demands of healthcare staffing & the administrative tasks associated in the process.

The most important characteristics in a partner included flexibility, efficiency, and cost-effectiveness in strategy.

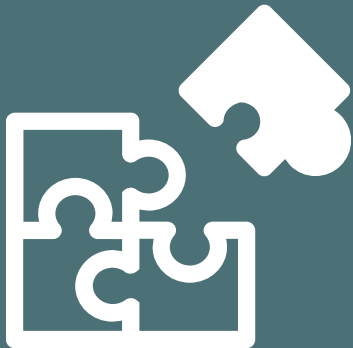




## Business Challenge

Due to an increase in demand for their specialized recruiting services in healthcare staffing a heavy workload made it challenging for the administrative teams to consistently meet SLA requirements levels amidst increasing volume of credentialing and administrative tasks.

- **Decreasing costs and turnaround-time in the credentialing process without increasing in-house headcount**
- **Improving efficiency without compromising accuracy in rigorous credentialing process**
- **Maintaining excellent SLA fulfillment and candidate experience at scale**



## Steps to Success

1. After a thorough audit of administrative tasks, PSG determined optimization of the credentialing process offered the quickest ROI.
2. PSG ensured a rapid implementation by efficiently training a team of experienced healthcare credentialing specialists to integrate seamlessly into the client's existing systems.
3. Utilization of PSG's proprietary tool known as Compass O.G. (Office Genie) allowed real-time tracking and status updates across credentialing and administrative activities to maintain productivity and minimize the risk of errors.
4. Continuous improvements to efficiencies throughout the process were implemented, and any new team members were trained internally by PSG, keeping the client's in-house resources focused on more mission-critical tasks.

## Key Actions Implemented

PSG assigned a team of skilled and competent credentialing and administrative specialists to support the client. These specialists were equipped with the healthcare staffing expertise and know-how required to efficiently handle credentialing processes, ensuring accuracy and compliance.

Following a brief but thorough training, PSG launched the team by familiarizing them with the client's system, processes, and effective operations within an already established framework. This allowed for a seamless integration of PSG's team into the client's credentialing processes, ensuring a smooth, efficient workflow.

Coverage across all U.S. timezones and the ability to work weekend hours provided by the PSG team ensured that there were no delays or bottlenecks in the credentialing process. This reduced turnaround time played a crucial role in meeting the client's staffing needs promptly, allowing them to timely address critical demands and maintain strict SLA adherence amidst increased volume.

By leveraging data-driven insights, PSG was able to proactively streamline the credentialing process, enhancing the accuracy and efficiency of the process while reducing potential disruptions or delays, and continuously meeting SLAs at scale.



## Results + Benefits



**Cost Savings:** Administrative tasks outsourced to PSG led to monthly savings of **\$38,962**, and **total yearly savings of \$467,544** in 2023.



**Accuracy:** Out of 79,013 administrative tasks performed in 2023, only 5 errors were escalated, leading to an **accuracy rate of 99.999%** — **nearly 20% higher than industry average.**



## Summary

Partnership with PSG improved credentialing efficiency, quality, and flexibility. Admin savings alone annually of nearly half a million dollars in 2023 helped the client reduce spend on administrative tasks, and offered the ability to allocate savings across teams.

The use of Compass O.G. ensured continuous improvements to workflows while eliminating bottlenecks, and reducing error rates, and subsequently, the credentialing turnaround timeline for the client.

The partnership demonstrates how collaboration and a focused approach can boost productivity, streamline processes, and increase revenue.

The outcomes validate the effectiveness of the methodology used and demonstrate the potential for transformative results when combining industry expertise with a client's market knowledge and commitment to excellence.





**Thank you!**