

CASE STUDY

Driving Efficiency and Savings Through Scalable, Customizable Partnership

Client Overview

PSG's client, a large healthcare organization dedicated to bringing care into the home, with a team of more than 3,000 clinicians serving patients nationwide, faced increasing pressure to recruit specialized talent while maintaining operational efficiency.

The Challenge

As one of the nation's largest providers of in-home and virtual care, the client needed a partner who could help streamline critical operational functions while scaling their workforce effectively. Their internal teams were stretched thin, and the rising costs of managing credentialing, onboarding, and support services internally created both financial and efficiency challenges.

The Partnership

What began as a single engagement quickly grew into a multi-faceted partnership:



Phase 1 – Credentialing

PSG was first engaged to support credentialing operations, taking on background checks, license verifications, document processing, and drug screening.



Phase 2 – Business Operations & Support Center

Building on consistent performance, PSG took on additional back-office functions, including timecard processing (review and entry) and customer call center support (which required voice resources).



Phase 3 – End to End Onboarding

After proving value, PSG expanded its role to add additional voice resources to support onboarding tasks. This ensured accuracy, compliance, and speed as clinician volumes grew.

Over the course of 15 months, PSG and the client developed a trusted, scalable partnership that delivered measurable results.

How PSG's Solutions Supported the Client

PSG brings more than 20 years of healthcare recruiting and operational experience, with solutions built specifically for hospitals, health systems, and large healthcare organizations. Our healthcare services are designed to be flexible, scalable, and customizable, ranging from credentialing and compliance management to onboarding logistics, recruiting coordination, and back-office operations.

For this client, scalability was key. With more than 3,000 clinicians serving patients nationwide and close to one million patient visits annually, the organization needed support that could flex with demand. PSG customized its delivery model to align with the client's internal processes, scaling support as volumes shifted. By taking on credentialing operations, timecard processing, and call center support, PSG ensured accuracy and efficiency in high-volume, compliance-driven tasks. This allowed the client's internal teams to remain focused on patient care and clinician engagement.

The Results



Conclusion

This case demonstrates how PSG's customized and scalable solutions go beyond recruiting to transform critical healthcare operations. By continuously building on success, PSG evolved from a credentialing partner into a full operational extension.

The result was cost savings, improved compliance and accuracy, and the ability for one of the nation's largest clinician-led networks to keep its focus where it belongs: on delivering high-quality patient care.

