

How to reduce friction in onboarding and clinician placement in telehealth



axuall

 LocumTenens.com

Learn more about how Axuall and LocumTenens.com and LT Telehealth are partnering to provide more seamless onboarding, credentialing and deployment processes for clinicians.

Setting the Stage

Healthcare providers may have been slower to implement telemedicine and virtual care initially, but the adoption of telemedicine shifted into hyper-drive with the onset of the pandemic. The use of this technology has evolved over the past few years and a recent study from [ASPE](#) found that telehealth use during the initial COVID-19 peak (March to April 2020) increased from less than 1 percent of visits to as much as 80 percent in places where cases were spiking.

TELEHEALTH VISITS

March 2020

April 2020

>1% → 80%

It is clear that the use of telehealth is here to stay, but when it comes to finding and retaining great clinicians, credentialing and enrollment roadblocks are arguably the most significant impediment to the growth of this technology. And no one understands better than those in the telehealth space just how important it is to adapt and innovate for growth in the world of healthcare. Unfortunately, even the telemedicine space is not immune to the growing challenges with workforce shortages and resource management. It is time to adapt and change how things are done.

Healthcare leaders are constantly looking for new ways to solve these problems and the need for these solutions has never been more urgent. The good news is that these common pain points being experienced across the ecosystem have sparked the need for Robotic Process Automation (RPA) technology and data networks, like Axuall's. This ability to utilize data networks and RPA to solve problems and do so quickly, is what is driving us to partner with organizations, like LocumTenens.com.

Addressing the Problem

Healthcare providers are turning to LocumTenens.com for their staffing needs, given the impact of the clinician shortage. Once hired, the company believes in providing continuity of care for the clients it supports and their patients, which is where Axuall's platform is able to provide the synergy needed to make this a reality. The most important problem to solve for their Telehealth providers was simplifying the process for onboarding. Obtaining the proper documents to practice in four states at multiple sites can be an overwhelming process. Making that process easy for the provider and the client was the goal.

“When I build Telehealth programs, no matter what the specialty line, the majority of my clients are very eager to have them deployed quickly,” said Dr. Pamela Ograbisz, Associate Vice President of Telehealth at LocumTenens.com. “My biggest barrier to fast implementation is the credentialing process.

Especially when providers are covering numerous facilities. Streamlining the process is the key to success and getting the critical care that patients need delivered in a timely manner.”

and the client to ensure proper placement. Obtaining the right fit for a provider increases program success, produces positive staff collaboration, and helps achieve high satisfaction scores from

and practicing as quickly as possible is essential to meet expectations.

Axual and LocumTenens.com are working together to reduce onboarding and activation friction for clinicians, while also raising the bar for patient safety and access. This is a critical problem that the U.S. healthcare space faces in terms of scale and elasticity. Not to mention, reducing paperwork and unnecessary burden on clinicians will help address the national imperative to reduce burnout and drop-out among healthcare professionals. Organizations that solve these problems will attract the top talent, which is good for recruiting in a space where this is so important. This also means tightened timelines that often not only positively impact patients’ care, but also the organization’s bottom line.

When I build Telehealth programs, no matter what the specialty line, the majority of my clients are very eager to have them deployed quickly.

Dr. Pamela Ograbisz, Associate Vice President of Telehealth at LocumTenens.com

LocumTenens.com truly needed the ability to simplify the credentialing process, while reducing the administrative burden for hospitals, which can be a deal breaker especially in emergency situations. Credentialing isn’t a different issue with in-person healthcare when compared to telehealth, it’s just a bigger undertaking because of the breadth of coverage expected through this delivery channel. In addition to credentialing, clinicians are interviewed by LocumTenens.com

patients and families all while securing positive outcomes. Waiting for the typical credentialing cycle to play out is painful as the lengthy process can cause that perfect provider to move on to another assignment. Losing months to onboarding is no longer an option. Many providers think clinicians can log onto their device and start practicing telemedicine right away, but that is not the case. That being said, the speed of being able to get clinicians off the bench

Looking Ahead

Looking ahead, the “race-to-place” has never been more urgent. As healthcare organizations struggle to fill roles, combat provider burnout, meet patient demand, and achieve their financial objectives, staffing firms play a crucial role in the workforce supply chain. Staffing firms face the challenge of meeting stringent vetting and credentialing standards for themselves and the customers they serve. Recruiting, matching, and placing providers into roles has become increasingly complex and time-consuming, given the variations of their customers’ credential and documentation requirements. The entire healthcare ecosystem is currently facing these challenges, but the issue of onboarding and credentialing within the telehealth space brings an additional layer of complexity. Fortunately, Axual’s RPA technology and connected verification networks represent a competitive advantage for staffing firms, like LocumTenens.com, to remove friction, reduce costs and eliminate inefficiencies, for their onsite and virtual clinicians.



To learn more about workforce intelligence and the power of RPA visit www.axual.com