



Case Study

COMMUNITY HOSPITAL OF THE MONTEREY PENINSULA IMPROVES CREDENTIAL MANAGEMENT

The Community Hospital of the Monterey Peninsula (CHOMP) has served the people of Monterey and its surrounding communities since 1934. Nationally recognized for its clinical excellence, the non-profit 205-bed healthcare facility is committed to providing safe, quality patient care. It recently earned the coveted grade “A” in patient safety from the Leapfrog Group. Additionally, the community hospital has consistently earned high employee engagement scores in its annual employee survey.



CHALLENGE

Tracking necessary compliance requirements needed for contingent workforce and streamlining the hiring process.



SOLUTION

Medical Solutions was enlisted to assist with the facility's compliance processes through MSP's web-based software.



RESULTS

With the help of MSP, client experienced reduced administrative complexities and improved credential management.

Client now uses Medical Solutions' managed services provider to be their single contact to help streamline the candidate hiring process.



Challenge

For years, Valerie Warren, CHOMP's senior administrative assistant in the human resources department, coordinated the hospital's contingent workforce on her own. It wasn't always an easy task.

"We had 23 different contracts before **Medical Solutions**, so I got multiple phone calls all day long from various staffing agencies," says Valerie. "The process was time-consuming and cumbersome."

As a result of the fragmented hiring process, CHOMP frequently missed opportunities to secure quality candidates. In addition, the human resources department also found it difficult to track the necessary compliance requirements needed with a contingent workforce of more than 60 Travelers.





Solution

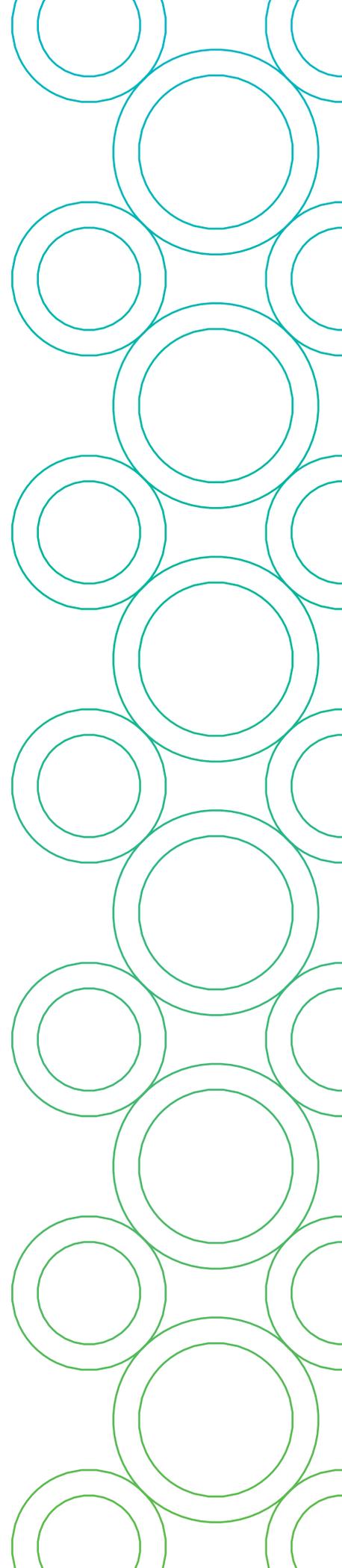
CHOMP was already a longtime Hospital Client of **Medical Solutions**. So Valerie and the CHOMP leadership team elected to use the staffing company's MSP (Managed Service Partner) to help streamline the facility's contingent workforce processes.

In particular, the **Managed Service Partner's web-based technology platform** appealed to CHOMP's leadership team.

"The MSP Portal really stood out to us," says Valerie. "It's great to have all our compliance documents in one place, easily accessible, and up-to-date."

The **user-friendly software** allows CHOMP's human resources team to **easily track compliance standards with complete and accurate clinician profiles, contract start and end dates, Traveler headcounts, and customizable financial reports.**

"Medical Solutions knows us well, and they know our compliance requirements," says Valerie. In fact, the MSP team's personalized service and attention to detail impressed Valerie from the beginning of the partnership. "They came out to meet us in person and they took the time to understand our needs," says Valerie. "It made a huge difference."





Results

With the help of **Medical Solutions**, the Community Hospital of the Monterey Peninsula has **reduced its administrative complexity, saved hours of staff time, and improved its credential management.**

“Thanks to Medical Solutions, the number of phone calls I get has been greatly reduced,” says Valerie. “It’s also nice to have just **one point of contact, with one contract and one invoice.**”

Valerie added that her MSP Client Manager, Pamela Collins, has gone above and beyond in the name of customer service.

“Pam will interact directly with our Unit Managers which frees up time for me to focus on other projects,” says Valerie.



About Us

Medical Solutions is an industry-leading workforce solutions partner which streamlines clinical and non-clinical healthcare staffing through fully customized programs. Nationwide, Medical Solutions has helped healthcare facilities gain whole-house efficiency, control labor costs, and enhance patient care standards by finding the right people at the right time.

Interested in learning more?

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