

CASE STUDY: CREDENTIALING AND PRIVILEGING—
INTERIM CVO AND VIRTUAL MEDICAL STAFF SERVICES

M&A Impact on Credentialing, Privileging, and Compliance—Accelerated License Consolidation

Credentialing and privileging 1,614 Providers from 3 acquired hospitals into 1 new entity



100%
CLIENT SATISFACTION
ACHIEVED



1,600+
INITIAL
APPLICATIONS
AND PRIVILEGES
COMPLETED



90-DAY
DEADLINE
TATs EXCEEDED
EXPECTATIONS



100%
ADHERENCE
TO REGULATORY
COMPLIANCE



2 WEEKS
TEAM ASSEMBLED,
DEPLOYED, AND
ACTIVELY WORKING



THE SITUATION

A well-respected Academic Health System faced a critical challenge post M&A: The need to consolidate the Providers from three of their newly acquired Community Health Network hospitals under one unified license. To fully adhere to strict compliance and regulatory requirements, 1,614 Providers needed to be credentialed and privileged to remain compliant and avoid disruption in patient care within a strict regulatory timeframe. Quality credentialing and speed to privileging was imperative. Without the available resources or bandwidth required to take on this crucial initiative, they needed a reliable and trusted partner — or the highly time-sensitive license consolidation project would be at risk.

THE SOLUTION

Hardenbergh was brought in with a heightened sense of urgency, understanding the need to quickly scale and deploy our hybrid solution. Using our CVO team to execute the credentialing component of the project and our Interim Medical Services Professional team to facilitate the privileging aspect—all assembled and stood up within 2 weeks. The combined teams operating as one were extremely flexible, vastly experienced, and results-driven working in both a remote and onsite capacity to best accommodate the various needs of the Providers and the clients' Medical Staff Offices. This solution brought immediate expertise and confidence, easing the burden on their existing team. It also alleviated the need to hire and train staff who would only be needed temporarily. Hardenbergh was integral in driving positive change and enhancing stakeholder collaboration.

OUR APPROACH

A dedicated Project Manager, Team Leads, and Credentialing Specialists ensured comprehensive oversight. Using the client's MD-Staff platform, we built a tracking tool to monitor KPIs, compliance, and audit readiness. Our hybrid onsite/remote approach blended Staffing and CVO services to support Medical Staff Offices and Providers during a demanding period. Paper was transitioned to digital files, workflows were improved, and DOPs were developed to create consistent, compliant processes across all hospitals.

END RESULT

Quick consolidation and integration of all Providers was performed in a proficient manner, exceeding expectations and mandates. The client achieved measurable and sustainable improvements across a wide number of KPIs. The quick scale of an expert team of MSPs afforded the client the ability to circumvent costly hiring, training, and management expenses. Hardenbergh also supported laying the foundational framework to establish the client's own internal CVO.

"The team truly pursued the highest level of quality throughout the process. We had a great partnership."

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