Company’s Top Objectives

A leading healthcare provider makes hundreds of hiring decisions every year. From employees to clinicians to physicians, it must fill many positions to serve its mission. Looking to improve a time consuming, cumbersome process using paper employment applications, the organization turned to DocuSign.

Challenge

The healthcare provider’s hiring process was paper-intensive. “Candidates would receive application documents and waivers in the mail or by fax, and would need to complete them manually,” explained the organization’s talent acquisition manager. “It was a huge challenge and really dragged out the process.” Once complete, they had to fax them back or scan and email them. The process presented “a barrier that was too high for some candidates. We lost some because the hurdle was just too big.”

Meanwhile, other HR managers were having similar issues getting clinicians and physicians credentialed in a timely fashion. Every day of delay in the credentialing process represented doctors who couldn’t practice and patients who couldn’t be seen.

Top Benefits Achieved

- Time to fill positions dropped by 3 to 5 business days due to DocuSign, saving thousands of dollars per day
- Reduce time to credential clinicians and physicians by more than 5 days each
- Reduced forms that contained errors from twenty percent to zero
Digitizing Paperwork Has Led To A Complete Elimination Of Errors

The Resolution
To streamline the application and credentialing processes, the organization implemented DocuSign and was up and running within days. With DocuSign there is no more mailing or overnighting application packages. Instead, applicants receive an email with a link to a secure DocuSign site where they can read, review, and sign application documents and agreements online – or from their mobile device.

Building on this success, the healthcare provider began using DocuSign to electronically credential new clinicians and physicians for hundreds of providers across dozens of clinics around the Southwest. It also uses DocuSign for internal HR processes such as grants management and authorizations, and is considering expanding to a much broader selection of HR forms such as requests for personnel and personnel action forms onto DocuSign.

The Key Benefits
By making the end-to-end process electronic, the organization has cut three to five days off the hiring process, while increasing applicant satisfaction. “Applicants don’t have to search for fax or scanner, a hurdle which caused attrition,” explained the talent acquisition manager. “100% of our applications are now filled out and signed online, which completely eliminated errors such as missing fields or signatures.” No more time spent chasing candidates to resend documents because of manual errors.

For the credentialing process, the organization estimates that DocuSign has saved more than 5 days for each provider credentialed, which means they can practice faster, serve patients earlier, and protect a significant amount of billing fees. “Every day I don’t have a provider costs the agency thousands of dollars. I could be a salesperson for DocuSign because I love it so much.”

“DocuSign is so easy to use. The hiring paperwork process was long and cumbersome, and took days on end, but now it’s simple. Now candidates are turning documents around usually the same day.”

Talent Acquisition Manager,
Leading Healthcare Provider