



81,000+ Successful Compliance Checks in 12 Months



Geography

United States

Industry

Healthcare Staffing

Services

Compliance and Admin

Client Tenure

21 Months

Case Study Period

12 Months

Team Size

06 Resources

Client Profile:

A leading healthcare managed service provider (MSP) delivering end-to-end staffing solutions across clinical and non-clinical roles.

Solutions:

- Streamlined key operational workflows to ease the administrative load on the internal team.
- Managed tasks such as timesheet verification, provider ownership checks, and job postings.
- Ensured accurate and timely submission of qualified providers by conducting thorough checks and confirmations.
- Managed shift confirmations and job creation, enabling seamless coordination with agencies.

Client Objective:

- Streamline high-volume administrative tasks such as timesheet verification, provider ownership checks, and job postings.
- Redirect existing workload from the internal team to allow greater focus on strategic client relationships and service delivery.
- Enhance operational efficiency to ensure timely and accurate clinician placements.
- Minimize the risk of delays, manual errors, and duplicate provider submissions through process improvement.

Impact:

- Booked 5,433 new shifts, processed 1,400+ timesheets.
- See the below table for a detailed breakdown.

Activity	Jan	Feb	March	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Confirmation (Shifts Added)	6530	4630	4476	4259	3740	2532	3638	4327	3949	4541	5375	5433
Job builds	106	124	142	92	18	23	42	77	113	76	74	104
Name clear	1276	1897	1609	1355	401	631	769	1178	1206	1323	1196	1156
Time Sheet	1531	1225	1733	1144	493	524	757	988	1106	1045	1049	1429
Total	9443	7876	7960	6850	4652	3710	5206	6570	6374	6985	7694	8122

2024 Performance Data

Disclaimer: This case study is the property of IMS People Possible. It is based on actual activities and factual data, with some figures being referential. Client data is kept confidential.

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