



Office of Organizational Excellence Improvement Project Summary: Student Health Credentialing and Privileging Process

STARTING SOONER, MOVING FASTER, CLEARING MORE PROVIDERS ON TIME

By clarifying the trigger point, simplifying forms and redesigning the review workflow, the project team created a clearer, simpler and more predictable credentialing and privileging process for Student Health.

CHALLENGE

Student Health must credential and privilege clinical providers before they can begin delivering care. Credentialing verifies provider qualifications, while privileging authorizes providers to perform specific procedures or services. The previous process was manual, fragmented and difficult to manage consistently. As a result, turnaround time from outreach to clearance ranged from two weeks to two months or more, and fewer than 40% of new providers were fully credentialed and privileged before their start date.

IMPROVEMENTS

Through process mapping, data analysis and facilitated work sessions, the project team identified opportunities for improvement and designed targeted actions:

- Defined a clearer trigger point for beginning the process
- Identified area points of contact to notify the credentialing coordinator of new providers within 5 business days of written offer acceptance
- Simplified the credentialing and privileging forms
- Adopted fillable PDFs that are easier for providers to complete and staff to review
- Created a redesigned review process map, including planned automations and improved routing

RESULTS

The redesigned process is expected to help Student Health start credentialing and privileging sooner, move providers through the process faster and clear more providers on time.

As a result of the improvements:

- The process can begin **within five business days** of written offer acceptance
- Total turnaround time will be **reduced to an estimated two to six weeks**
- On-time credentialing and privileging is expected to **increase from less than 40% toward the team's target of 100%**

Read the full report at sc.edu/excellence.