



Cogent triples productivity and saves thousands in credentialing process with intuitive Trinisys-based solution.

Summary

For more than a decade, Cogent Hospitalist Management Group has been at the forefront of the hospital medicine sector, driven by a mission to relentlessly improve the efficiency and quality of inpatient care in our nation's hospitals. Today, Cogent HMG is the nation's largest private hospitalist and intensivist company, offering hospitals a proven System of Care™ that has fueled their growth and led to engagements with more than 100 hospitals across the country.

Based in Brentwood, Tennessee, it partners with nearly 1,000 hospitalists and other providers in more than 100 healthcare facilities across the country. These hospitals count on their team of seasoned physician and healthcare leaders to develop and manage high-performing hospitalist and intensivist programs that are built to support skilled physicians with a coordinated clinical care team, technology and operational infrastructure, data-driven processes, rigorous ongoing training and experienced leadership. The results: better outcomes and lower cost.

Challenge

By nature, Cogent HMG devotes significant resources to physician credentialing, and the company is diligent in its efforts to manage the process as efficiently and effectively as possible. Traditionally credentialing is a paper-intensive process, one that demands applicants, recruiters and contractors to list the same information over and over again, resulting in data entry errors and inefficiencies. Cogent's recruiters would spend close to a month from the start of the interview and screening process to the end of the process with the physician's signature in hand. Often stuck waiting at different parts of the process on the completion of paper forms and losing valuable time, Cogent HMG knew it needed a better solution. A solution that would integrate with Microsoft Sharepoint, Symed, and other existing systems as well as create a streamlined workflow and energize their current processes. That's where Trinisys came in.



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Dawn Wilson,
Credentialing and Provider
Enrollment Director,
Cogent HMG

Solution

Cogent HMG engaged Trinisys to move its credentialing process from paper to the Web. This success was achieved using Trinisys' Web Forms, Integration Engine and Document Generation technologies. The objectives were:

- Simplify the process for both applicants and staff
- Reduce the time it takes to move through the contracting process
- Minimize the use of paper and mail systems
- Allow capability to email contracts
- Customize the workflow for different levels of personnel
- Eliminate dual monitor work

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Result

Trinisys delivered a system that exceeded expectations - producing quick results and efficiency that:

- Decreased overall contracting process from 30 days to an average of 5 - 7 days.
- Increased confidentiality and privacy for doctors during the contracting and onboarding process
- Contracts that were previously sent via FedEx to and from the doctors are now sent and signed electronically
- Thousands saved annually in FedEx costs
- Ability to edit contracts, forms and applications free of charge allowing for additional time and money savings
- Internal staff is now able to capture data once, populate it and feed that data to external databases, making the process highly efficient.
- Completed contract can be sent immediately to doctors, who are able view it on their mobile device or tablet and return promptly. Eliminating imperative faxing, sending mail and lack of lost time.



Trinisys revolutionizes the way businesses collect and process information. Clients have drastically reduced the time and cost involved in acquiring data from paper and the web with Trinisys' innovative data capture software. The Trinisys integration engine enables companies to automate complex business processes and get data to the systems they use every day.