

Case Study

Hackensack Meridian Health & EverCheck



Hackensack
Meridian Health

"EverCheck has certainly made an impression on our culture, we merged five years ago with other hospitals, growing our population from 8,000 to 35,000, and I can't imagine managing licenses/certifications manually"

Karla Polanco-Lima

Director, HRIS

Hackensack Meridian Health

Challenge

Hackensack Meridian Health faced challenges with a manual process to ensure that team members' licenses and certificates were renewed, updated, and compliant. The process was labor-intensive, and each leader was responsible for ensuring the renewals and primary source documentation were completed on time and accurately. Compliance with the process was challenging, and documentation was not stored in one location for reference.

Solution

With a desire to automate and simplify their process, Hackensack turned to three separate companies for a solution to their manual verification processes. Of the three solutions, EverCheck was the clear choice for the organization's needs, with the capability of automatically connecting multiple licensing boards and reporting daily on statuses while capturing primary source images to store for future audits. EverCheck also enabled the tracking of unmonitored credentials in one source. "The features of monitoring, tracking disciplines, and reporting allowed a complicated manual process to be turned into a manageable and auditable process," shared Polanco-Lima.



Results

Initially, some team members were concerned about the implementation of EverCheck. “There were some skeptics at the very beginning, but they still maintained their binders and Excel spreadsheets to keep track of their team members’ documents. Once they saw how EverCheck truly kept track of the license & certification requirements and history, it became a game changer,” recalled Polanco-Lima.

Over five years ago, Hackensack merged with other area hospitals, increasing their staff from 8,000 to 35,000. Manual primary source verification would have been challenging and would increase their staff to keep up with the demand. Despite the growth in number of employees and licenses, compliance rates continued to grow after the mergers.

With EverCheck, Joint Commission visits are “much smoother.” There is no longer an urgency to chase down specific team members or pull files to provide proof of compliance through primary source verification screenshots and daily bilateral file transfers. With all data stored in one centralized location, Hackensack remains audit-ready.

About Hackensack Meridian Health

Hackensack Meridian Health is a leading not-for-profit healthcare organization that is the largest, most comprehensive, and truly integrated healthcare network in New Jersey, offering a complete range of medical services, innovative research, and life-enhancing care.

Hackensack Meridian Health comprises 17 hospitals from Bergen to Ocean counties. Additionally, the network has more than 500 patient care locations throughout the state, which include ambulatory care centers, surgery centers, home health services, long-term care and assisted living communities, ambulance services, lifesaving air medical transportation, fitness and wellness centers, rehabilitation centers, urgent care centers, and physician practice locations. Hackensack Meridian Health has more than 36,000 team members and over 7,000 physicians and is a distinguished leader in healthcare philanthropy, committed to the health and well-being of the communities it serves. The Hackensack Meridian School of Medicine opened in 2018, the first private medical school in New Jersey in more than 50 years; where it welcomed its third class of students in 2020 to its campus in Nutley and Clifton. Additionally, the network partnered with Memorial Sloan Kettering Cancer Center to find more cures for cancer faster while ensuring that patients have access to the highest quality, most individualized cancer care when and where they need it. Hackensack Meridian Health is a member of AllSpire Health Partners, an interstate consortium of leading health systems, to focus on the sharing of best practices in clinical care and achieving efficiencies.

About EverCheck

CE Broker is modernizing how professionals, their employers, regulators, and associations work better together. For over 20 years, CE Broker has propelled the progress of millions of licensed, certified, and registered professionals through our full-lifecycle continuing education management. In partnership with regulatory agencies and powered by industry-leading technology, EverCheck, a CE Broker product, delivers the most trusted and comprehensive technology solutions that simplify total professional compliance for both employers and employees.

We power professionals.

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