

# Traditional **verification methods** and associated risks

As a condition of accreditation, hospitals and health systems are required to verify licensure at hire and at renewal. This has typically been a manual process, where an internal employee sources the data from the licensing/certifying boards' websites and other primary sources.



## **Inefficiencies**

It takes, on average, 5 minutes for a human to perform a verification. Considering the number of licenses a caregiver may hold, manual verification to remain compliant becomes a resourcing issue. Add the fact that any human process is prone to error and rework, and you have a considerable amount of administrative waste.



## **Sub-standard compliance**

Most regulation requires verification at hire and at renewal, and most renewal cycles happen every 2 years. This leaves a substantial amount of time where a license could go unchecked. Disciplinary actions, revocations, suspensions, etc. can happen at any point in this cycle. Regardless of their status the last time you checked, caregivers cannot legally practice with an invalid license. The burden ultimately falls back on the employer.



## **Lack of scalability**

Manual license verification isn't a scalable process. Instead, health systems are looking to streamline processes like license verification, with the goal of creating a shared services model for better efficiency and overall cost savings.



# A streamlined solution

Automation is the best practice approach for primary source verification. Not only is it highly efficient, but it enables organizations to verify more frequently too. For example, an automated solution can verify thousands of licenses every day, delivering results and compliance insights at scale.

## Why is daily verification the best practice?

Daily verification is the best practice for primary source verification compliance because it eliminates any gaps where critical license issues go unnoticed.

Let's look at a one-month sampling of an automated service's verification data.\*

**950k**

Avg # of licenses verified daily

**57k**

Renewals captured

**13k**

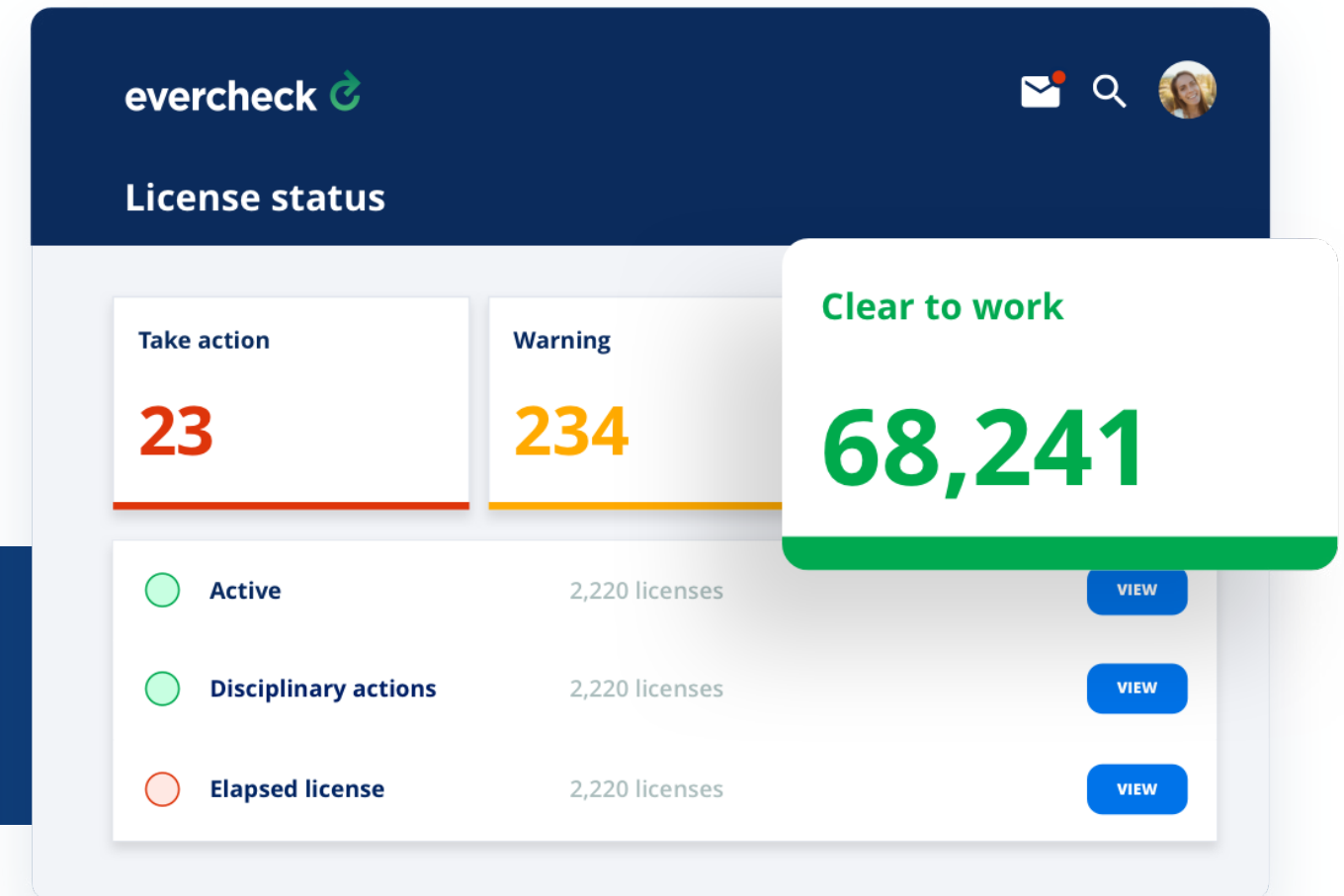
License status changes captured

**138k**

Disciplinary actions captured

\*Statistics provided by EverCheck over a one-month period.

A lot can change in a month. Things like disciplinary actions require immediate review. Visibility into these critical changes is the first step in having a best-in-class compliance program, where HR teams feel empowered by data, not burdened by it.



# Implementing a best-in-class solution

For most organizations, implementing a best-in-class solution to primary source verification is a light lift. For reference, a modern platform integration takes roughly 8 weeks from kickoff to go live.

## Think:

Exclusions, drivers licenses, etc. Be sure to ask about features that may solve challenges beyond license verification. For instance, some platforms offer job requirements tracking, an excellent complement to daily verification.

## Here are two exercises to help you get started:

### Self-assess

#### Volume

How many total caregivers in your organization require license verification? How many licenses do they hold, on average?

#### Pain points

What are the biggest verification challenges your team faces? What feels top priority to resolve? Separate your must-haves versus nice-to-haves.

#### Process

Ideally, would you prefer an end-to-end solution for verification, for both candidates and current employees? How integrated do you want your existing systems to be with this new solution?

### Develop a requirements rubric

#### 1. Frequency

How often does the vendor verify licensure with the primary source? As we've learned, daily is the best-practice and safest approach.

#### 2. Compliance

What does the vendor's audit-ready documentation look like? How easily can it be accessed? Do reporting capabilities allow for organizational insights at scale?

#### 3. Scope

Can the vendor meet your scope needs, especially if you are considering an end-to-end solution for verification? What other verifications, outside of healthcare licensure, can they provide?

#### 4. Integrations

Can your vendor easily integrate with your existing systems?

#### 5. Experience

Can the vendor work with your teams, provide guidance, and be a battle-tested thought partner? You'll want a resource like this to find creative solutions to your teams' compliance challenges. Ask for references of clients similar in size and scope to your organization.

#### 6. Price

Of course, your vendor's pricing must be competitive and consistent with the value they deliver to your organization. Ask if they have a cost-savings worksheet to assess.



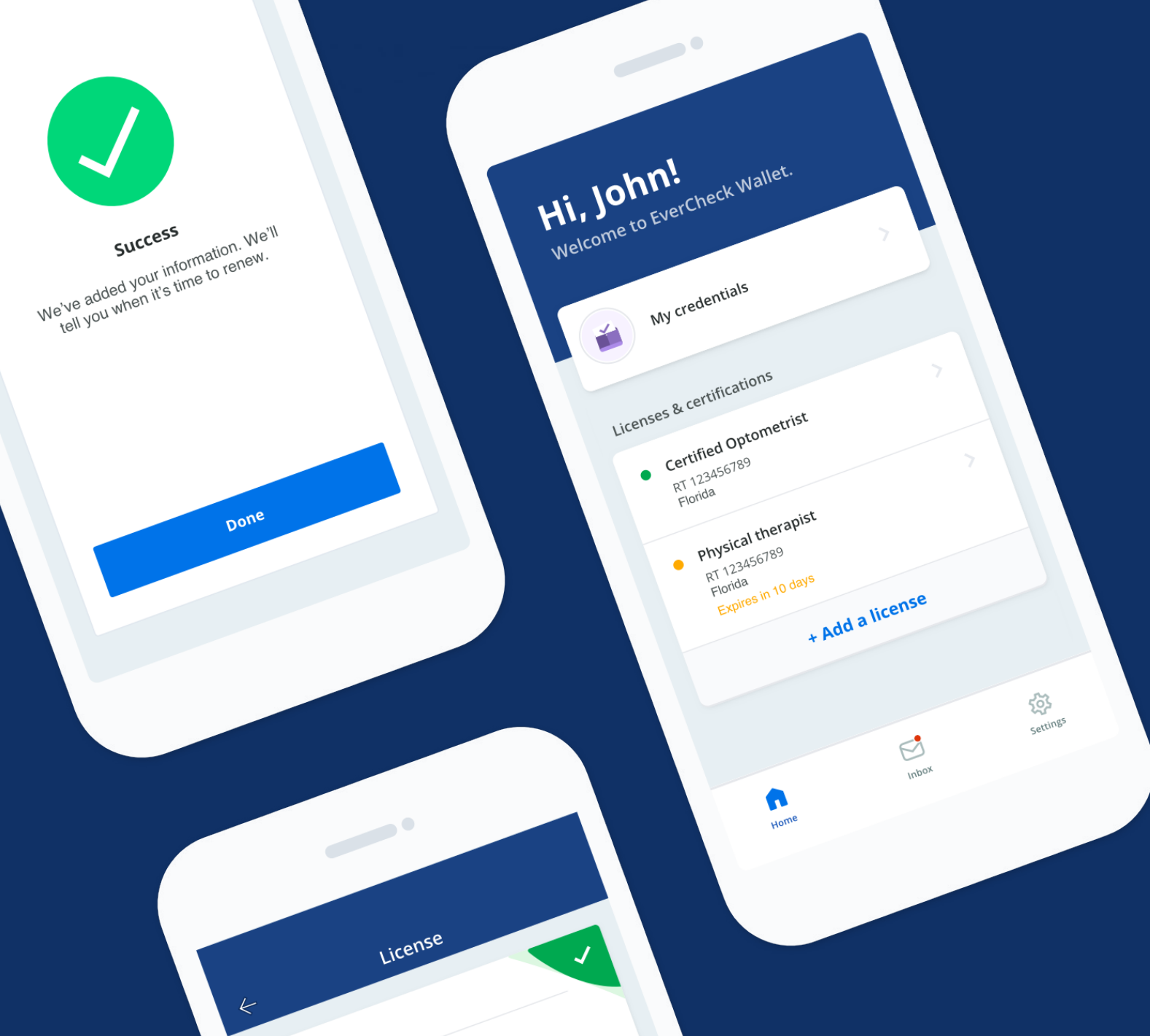
# Success metrics

As a disciplined approach to implementing a best-in-class solution, it's necessary to identify and agree upon key performance indicators. This helps you determine the ultimate success of your new solution.

In working with some of the biggest systems in the country, we've sourced a few key metrics our clients track for performance.

- 1 # of issues identified and resolved
- 2 Time to issue identification and resolution
- 3 % of on-time license renewals vs % elapsed licenses
- 4 Regulatory audit performance
- 5 FTE hours required before and after automation





## In conclusion

Many hospitals and health systems have found confidence in daily, automated license verification. It's a best practice approach that eliminates compliance gaps, improves internal efficiencies, and gives organizations a compliance program that can scale with them. Plus, it delivers ultimate peace of mind that caregivers are clear to work at all times.

EverCheck pioneered automated license verification in the mid-2000s and is still one of the only providers on the market to provide daily verification as a standard approach. We've provided subject matter expertise to nearly 400 hospitals and health systems across the country. Get in touch today to learn how EverCheck can help streamline your compliance processes.

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