IBM `Information Management` **software**

CGI
Sovera Credentialing

Partner Solution

- **Target Industry**
  Healthcare Providers

- **Business Application**
  Medical Staff Office Records Management

- **Products**
  IBM FileNet Business Process Manager
  IBM FileNet Content Manager
  IBM FileNet eForms

Business Challenge

Healthcare organizations must ensure all medical personnel in their organizations are properly credentialed as mandated by regulatory/licensing standards. Additionally, hospitals are constantly being inundated with new requirements from state, federal and accrediting bodies in an effort to raise quality standards and improve care to patients. Best practices for compliance with medical personnel credentialing standards entails a clearly defined, continuous evaluation process for monitoring clinical practice and professional behavior.

The credentialing process presents challenges for hospitals and clinics – as well as medical personnel who often practice at multiple facilities – this is due to the fact that providing the data to multiple providers is time consuming and laborious. Hospitals must ensure that the necessary data is collected, reviewed and approved within specific timeframes. This places an added burden on already limited resources. Traditionally, the credentialing process has been paper-centric, requiring permanent storage of the hard copy documentation. Many hospitals lack the space necessary to store files and must resort to costly off-site storage which prevents them from being able to quickly access files and documents

Innovative healthcare organizations are leveraging technology to streamline medical personnel credentialing which will help reduce the time and resources needed to process an application or reappointment of privileges. By digitizing information, hospitals are also reducing the space required for credentialing files storage. By integrating their storage solutions with their credentialing management systems, these facilities now have quick and easy access to information when needed. They also gain the ability to create workflows for multiple users and generate emails and e-forms to support improved communication to achieve medical personnel credentialing in the most streamlined and cost effective manner.

Solution

The CGI Sovera Credentialing solution streamlines the credentialing process and reduces time, space and money spent on manually gathering and storing scores of documentation on each medical professional. As a standalone credentialing solution or integrated with an existing credentialing database (eg. Cactus, etc.), Sovera Credentialing provides document imaging and advanced workflow capabilities that can be modified to comply with hospital policies and procedures.

The solution sends email reminders to medical personnel to prompt them to complete the application and re-credentialing process before expiration. Application documents are then emailed from the CGI Sovera Credentialing system. The system ingests paper, electronic and faxed documents which are then indexed using pre-existing demographic information that is stored in the credentialing database. As documents are received, an "application folder" is created. A document work list is automatically updated – signaling missing documentation – and emails are sent to medical personnel notifying them of an incomplete application status.

All documentation can be viewed from within the credentialing database. The solution's electronic workflow routes applications according to predefined workflow rules and enables multiple committee members to receive and view applications simultaneously. Designated committee members can then electronically sign-off on applications. The solution also offers post decision support, sending an automatic email notification to medical personnel regarding approval/rejection.

Timers are used to trigger re-certification workflows and will automatically post documents to a portal for download and/or completion. The integration component allows the Medical Staff Office (MSO) users to continue to work in their host application on a daily basis and launch the CGI Sovera Credentialing solution as necessary.

Value Proposition

Benefits of the CGI Sovera Credentialing solution include:

- Transaction costs savings

- Filing space reductions

- Cycle time reductions

- Improved compliance with the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO), state and federal requirements for medical personnel credentialing

Company Description

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at $3.8 billion and at March 31st, 2008, CGI's order backlog was $12.04 billion. CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices. Website: www.cgi.com.

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