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Credentialing Locum Tenens Physicians 2018 Survey Report

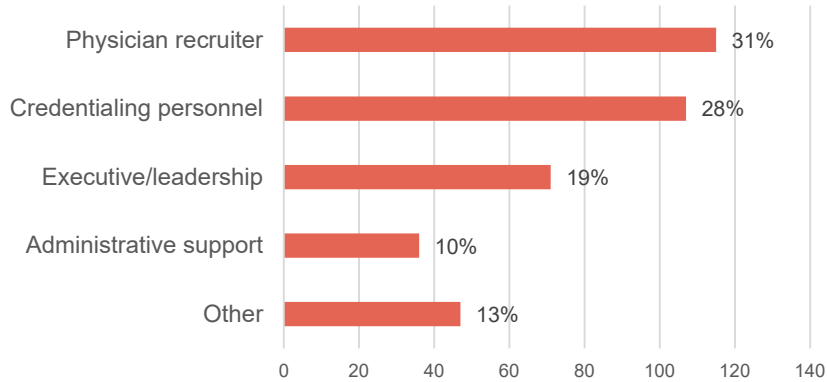
Introduction

The Association of Staff Physician Recruiters (ASPR) is the leading authority on in-house physician recruitment, onboarding, and retention. Its Strategic Corporate Partnership Sponsor program acknowledges the significant role sponsors can play in furthering the mission of ASPR. As an inaugural Strategic Corporate Partner, CompHealth, a leader in both locum tenens and permanent physician staffing, collaborated with ASPR on a research project to better understand the common pain points in credentialing locum tenens physicians.

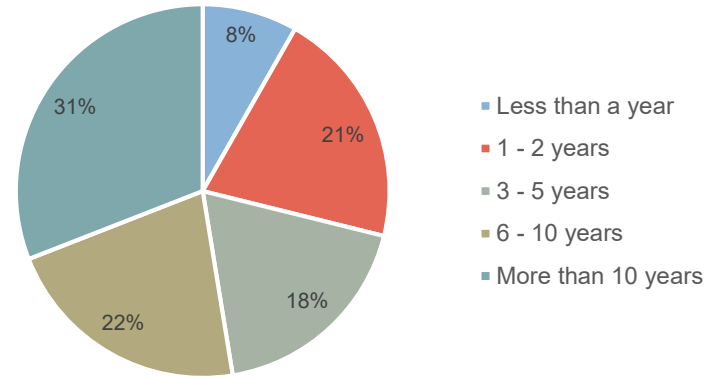
This presentation shares the results of the survey conducted via Qualtrics. A total of 376 respondents, with responsibilities in recruiting, credentialing, onboarding and retention of locum tenens physicians, completed the survey.

Respondent Characteristics

Current Role



Recruiter Experience in Locums Staffing



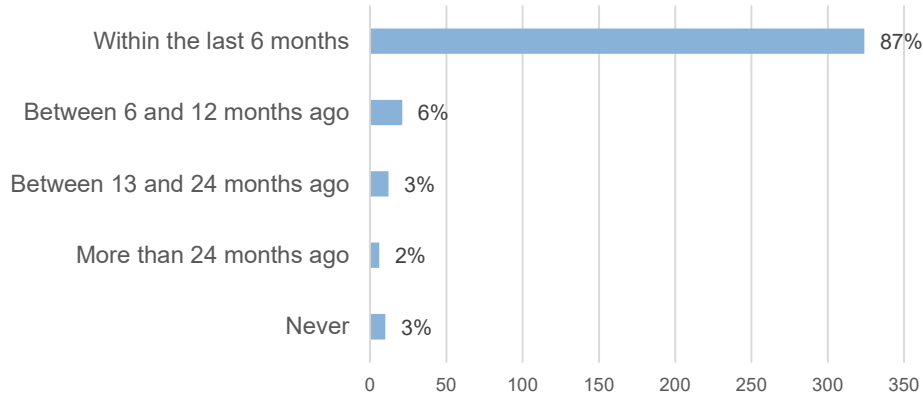
- Recruiters and credentialing personnel provided the majority of responses as they are most involved with preparing locum tenens physicians for assignments
- 71% of physician recruiters had 3 or more years of experience with locums staffing, a finding consistent with the annual [ASPR In-House Physician Recruitment Benchmarking Report](#)

Q: What is your current role? (n = 376)

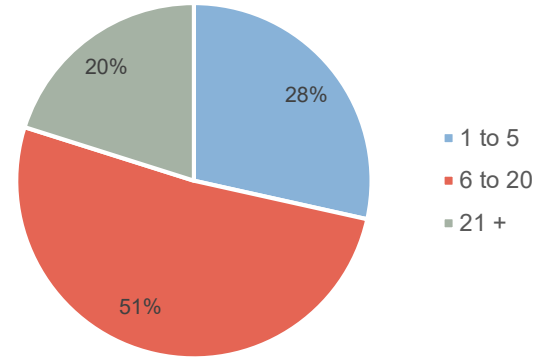
Q: How many years of experience do you have in locum tenens physician recruiting? (n = 89)

Locum Tenens Staffing Trends

Timing of Locums Usage



Locums Usage in Past Year



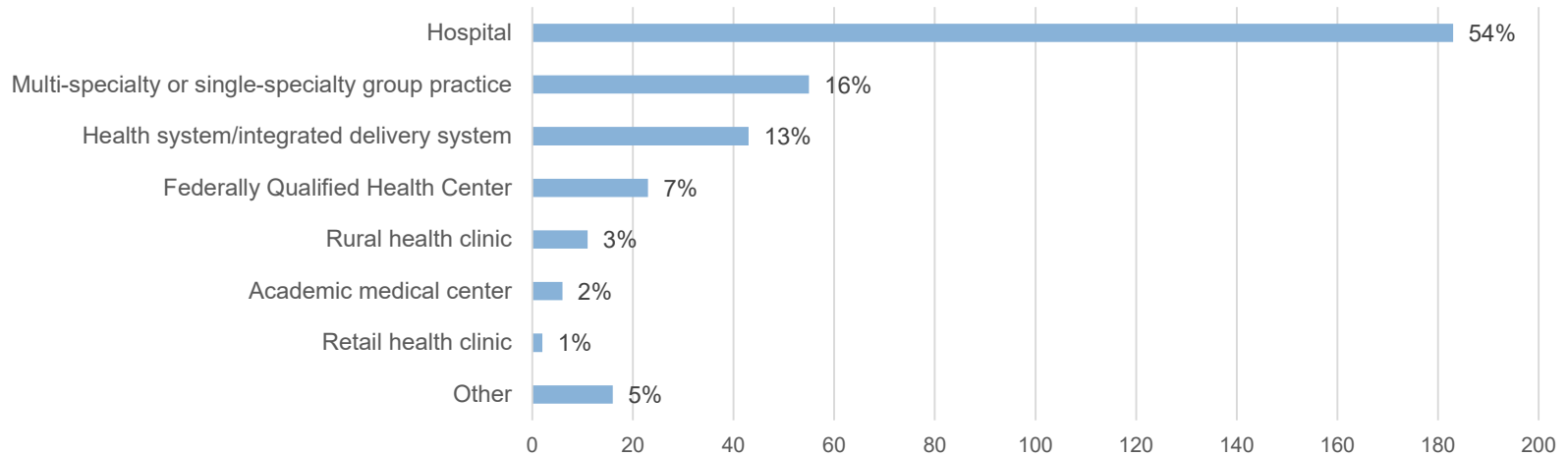
- Respondents are regularly using locum tenens physicians as part of their staffing plan, with 87% of respondents staffing locums in the past 6 months
- Additionally, 71% of respondents employed over six locum tenens in the past year, indicating a wide usage of locums

Q: How recently have you had locum tenens physicians work at your organization? (n = 373)

Q: In the past year, approximately how many locum tenens physicians have worked at your organization? (n = 323)

Locum Tenens Staffing Trends

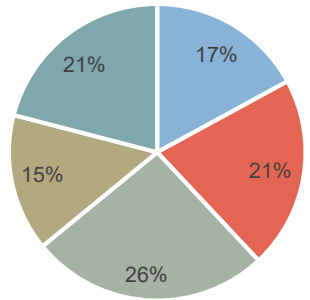
Facility Type for Locums Employment



- Most locum tenens physicians are staffed in hospitals (54%), though they can be staffed in all facility types

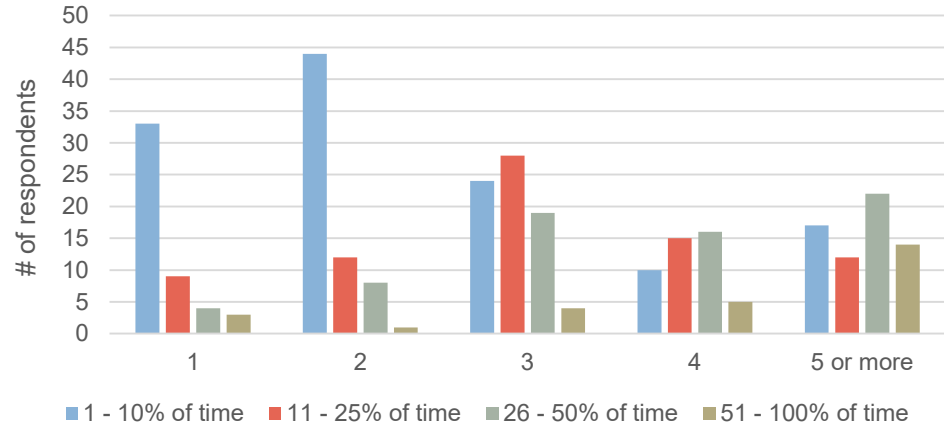
Recruiter Bandwidth for Locums Staffing

of LT Agency Relationships



■ 1 ■ 2 ■ 3 ■ 4 ■ 5 or more

Time Spent on LT Staffing by # of Agency Partners



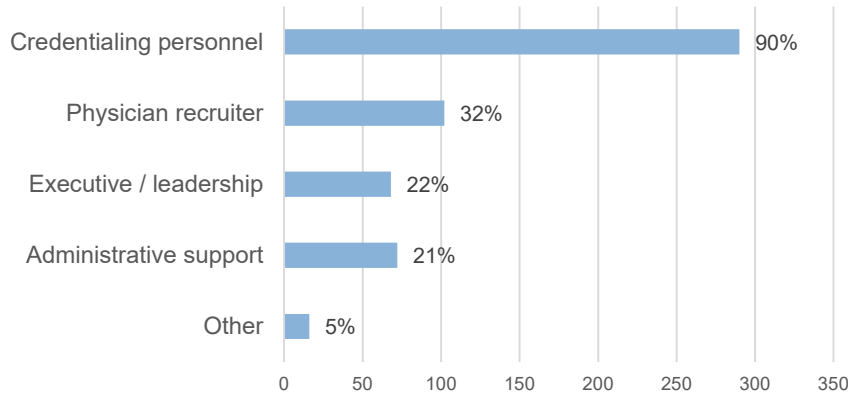
- 43% of physician recruiters dedicate less than 10% of their time to locum tenens staffing
- Respondents working with three or more locum tenens agencies tended to spend more of their time on locum tenens staffing than the respondents who only worked with one or two agencies

Q: At what type of facility do you staff the greatest number of locum tenens physicians? (n = 301)

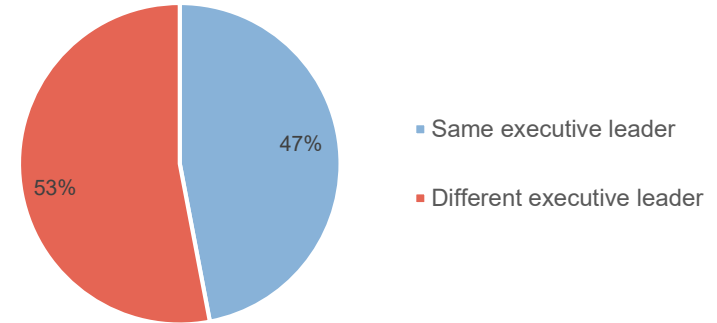
Q: In the past year, approximately how many different staffing agencies have provided locum tenens physicians for your organization? (n = 334)

Organizational Structure

Involvement in LT Credentialing



Recruitment & Credentialing Reporting Structure

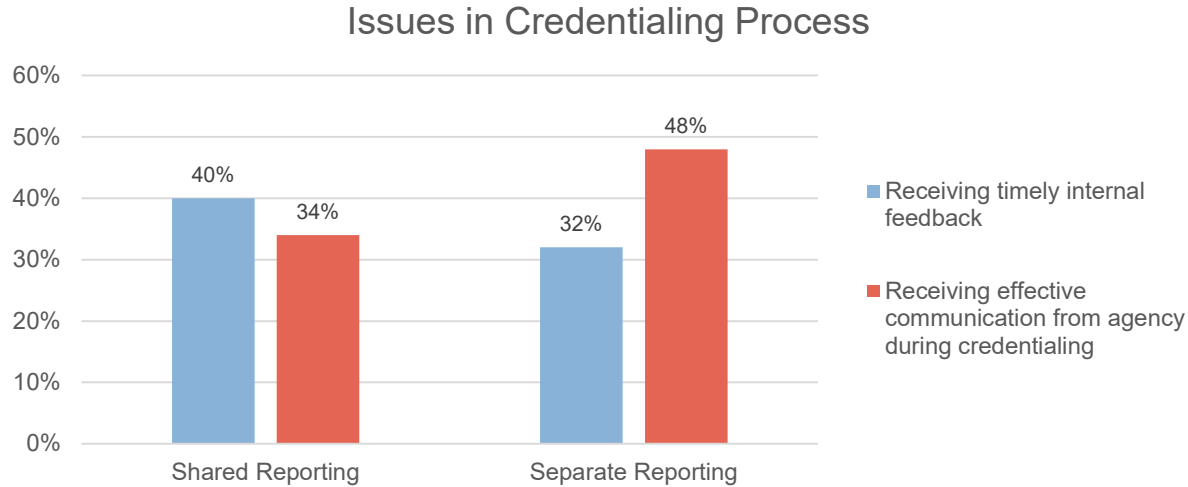


- 90% of credentialing personnel are involved with the credentialing of locum tenens physicians
- Respondents are split in how their leadership of recruitment and credentialing teams is structured

Q: Who in your organization is typically involved in credentialing locum tenens physicians? Check all that apply. (n = 323)

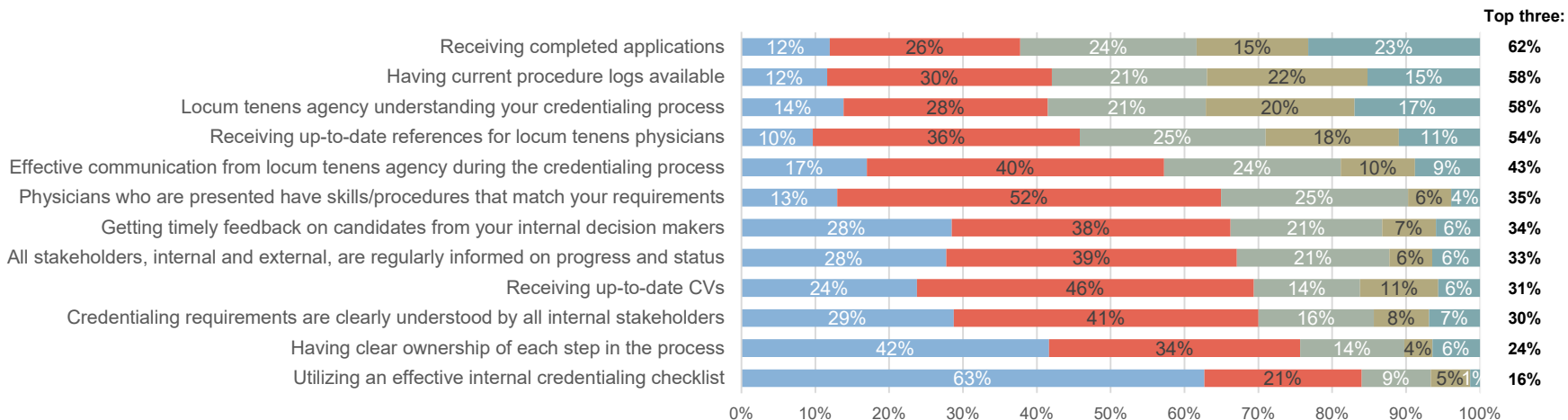
Q: In your organization, do the recruiting department and credentialing department report up through the same executive leader? (n = 304)

Issues Affected by Team Structure



- Organizations that have recruiting and credentialing teams report up to the same executive leader face more difficulty in receiving timely internal feedback than organizations with a separate reporting structure
- Organizations with separate reporting structures have more issues with receiving effective communication from the agency

Key Issues in Assignment Preparation



■ Never have problems ■ Problems occasionally ■ Problems about half the time ■ Problems most of the time ■ Have problems always

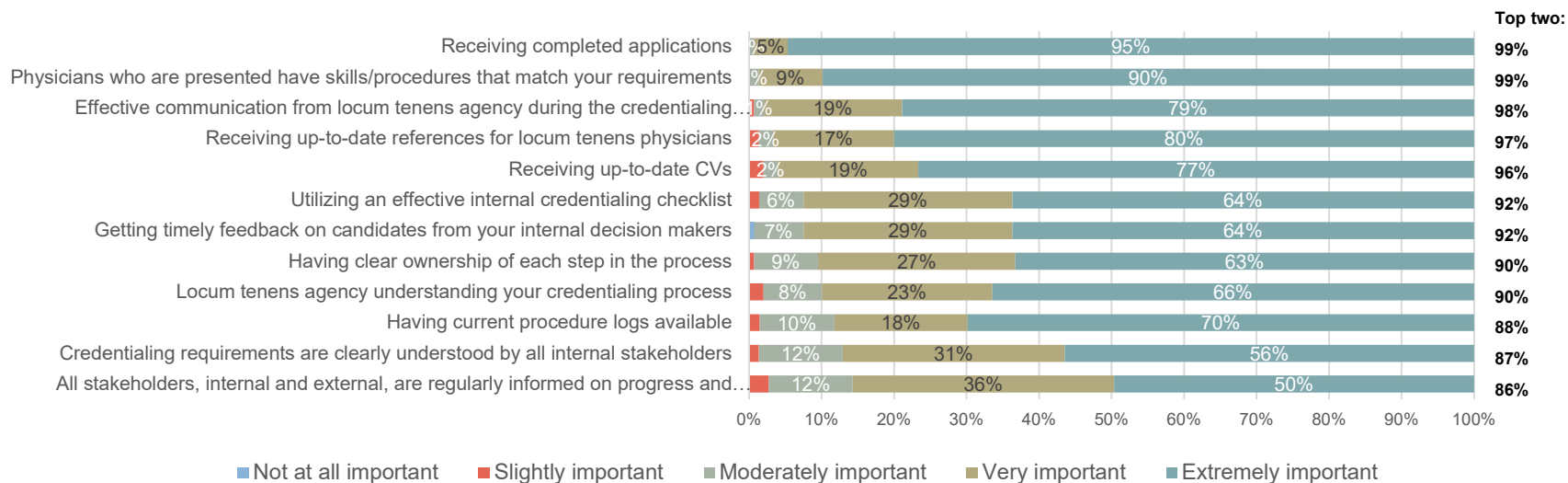
- Top issues during the credentialing process are receiving completed applications, with 62% of respondents experiencing problems more than half the time – this is also considered the most important element of the process.
- Closely following are having current procedure logs available and Locum Tenens agency understanding your credentialing process at 58% respectively.

Q: How often do you encounter problems in the following areas when preparing for locum tenens physicians to start assignments? (n = 147)



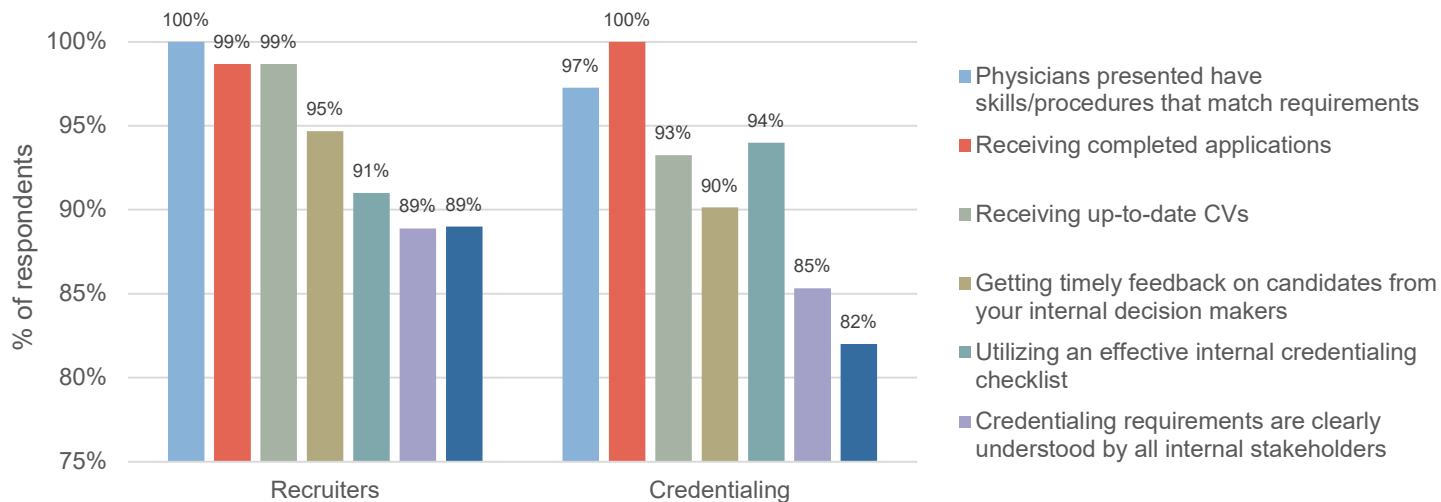
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Important Elements in Assignment Preparation



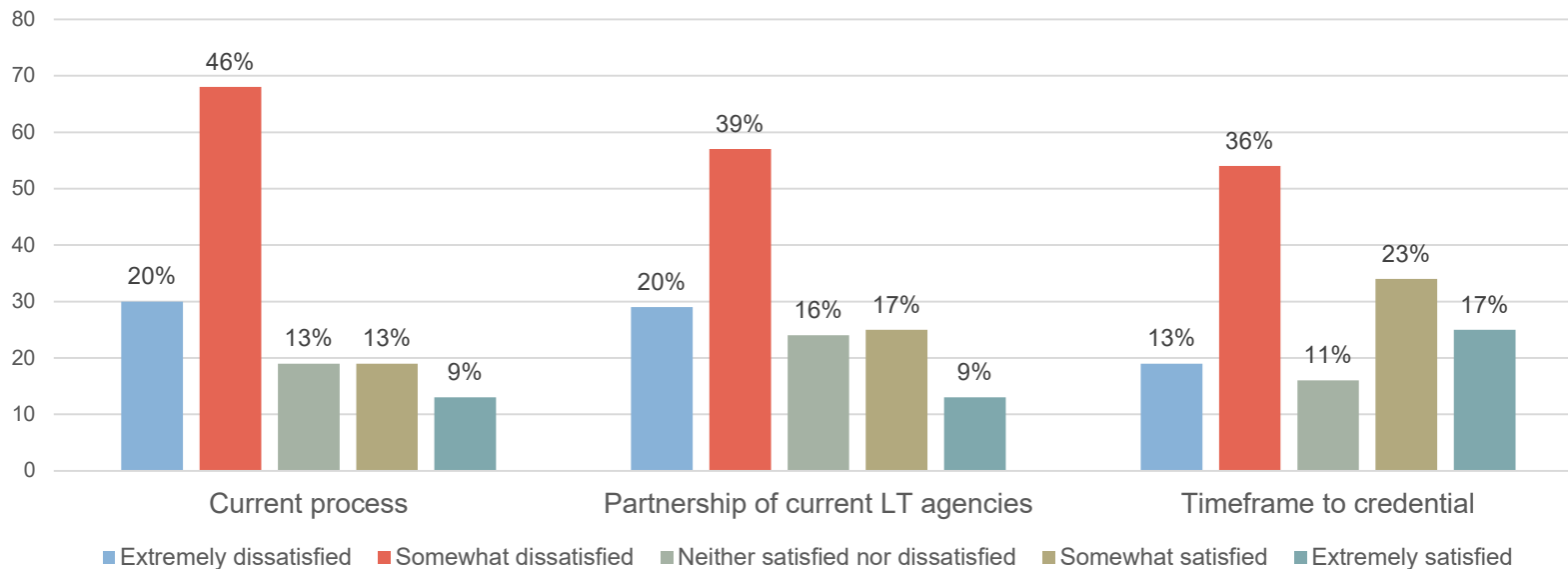
- All elements of the credentialing process are considered important by over 80% of respondents; however the stand-outs for being the most important are receiving completed applications and ensuring the physicians have skills that match requirements

Most Important Elements of Credentialing by Role



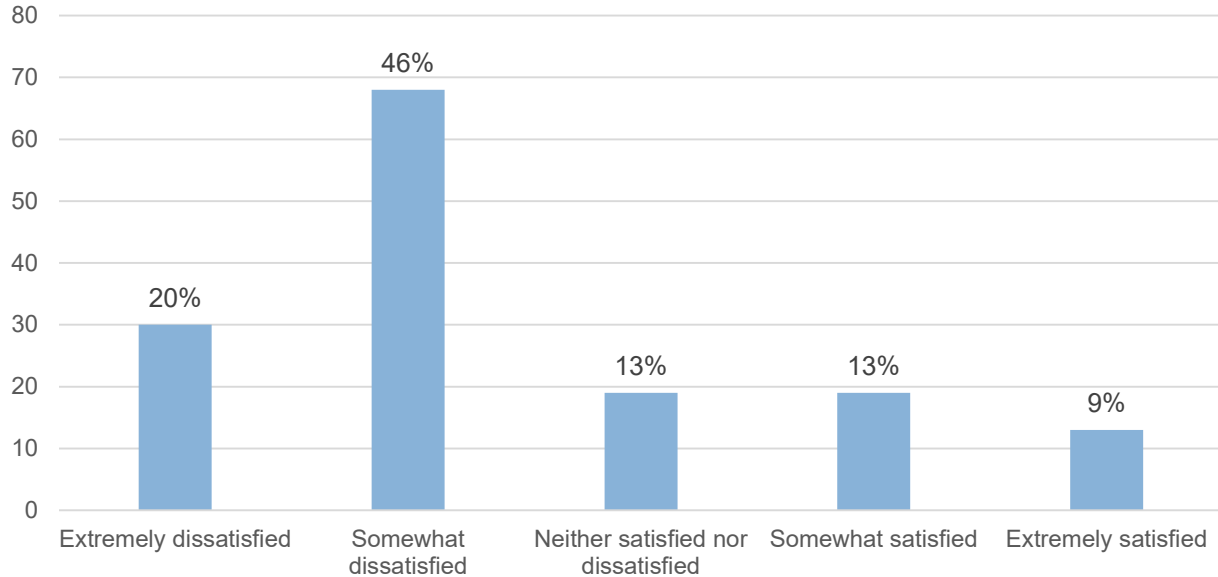
- While most elements of credentialing process were considered “very” or “extremely” important by respondents, some elements differed according to the role of the respondent
- While both roles agree on the importance of physician match and completed applications, recruiters and credentialing personnel valued other elements differently, like receiving up-to-date CVs and timely candidate feedback or using internal checklists

Satisfaction with Elements of Pre-Assignment Process



- Largest source of dissatisfaction in the pre-assignment process is with the current credentialing process (66%)

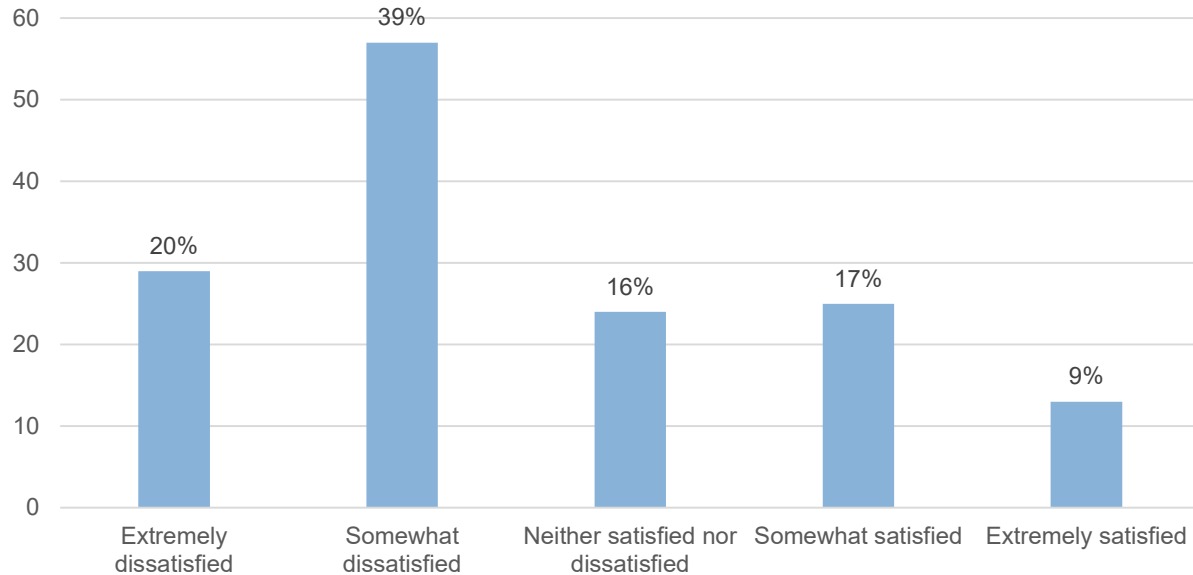
Satisfaction with Current Process



- 78% of credentialing personnel are satisfied with current process compared to only 53% of recruiters
- 42% of new recruiters (<2 years of experience) are dissatisfied with the current process, while only 21% of tenured recruiters (>3 years) are dissatisfied

Q: How satisfied are you with the following?
A: Your current process of credentialing a locum tenens physician (n = 149)

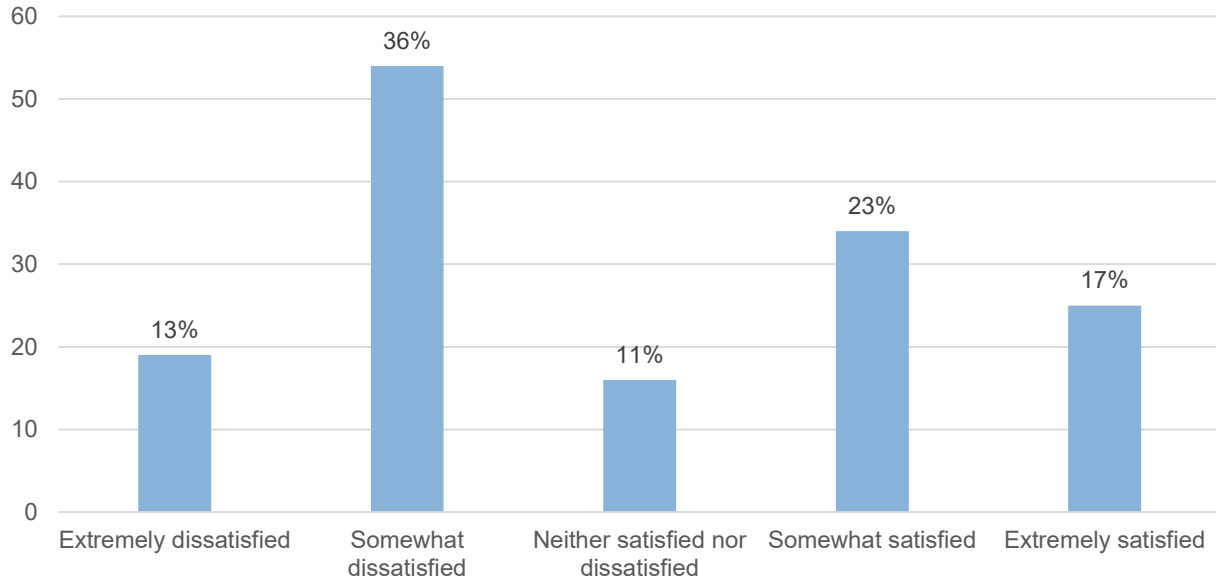
Satisfaction with LT Agency Partnership



- Over half of respondents (59%) report low levels of satisfaction with the partnership of their current locum tenens staffing agencies
- Only 8% of respondents who worked with one agency were dissatisfied

Q: How satisfied are you with the following?
A: Partnership of current locum tenens staffing agencies throughout the credentialing process (n = 148)

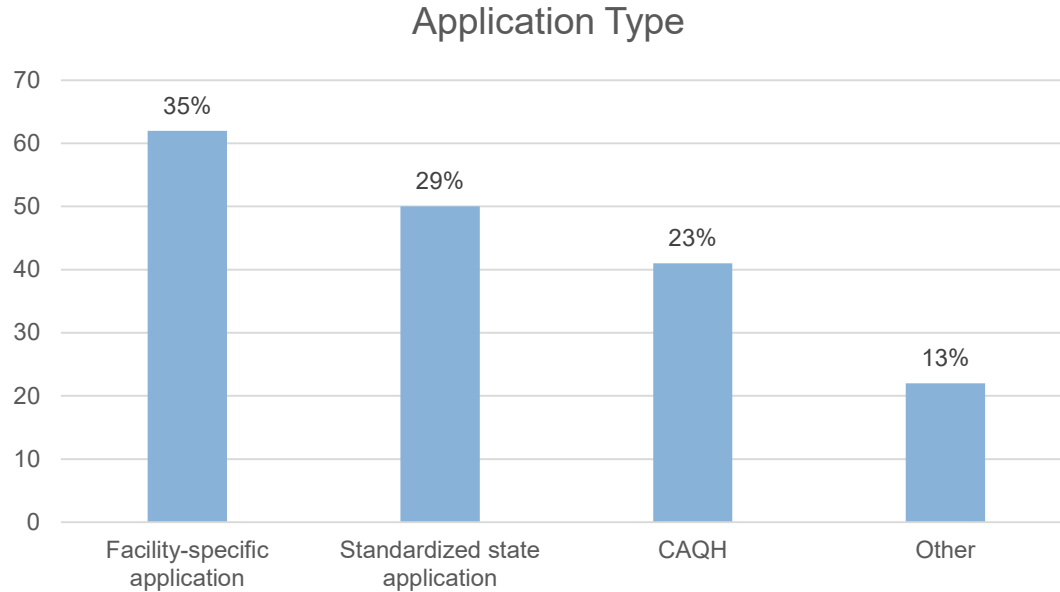
Satisfaction with Timeframe to Credential



- Respondents are slightly dissatisfied with the timeframe to credential (49%) though 40% are satisfied
- 49% of recruiters are dissatisfied with timeframe compared to 31% of credentialing personnel

Q: How satisfied are you with the following?
A: Timeframe to credential a locum tenens physician (n = 148)

Credentialing Applications and Software



- Most commonly used software were Symplr and Cactus
- Only 21% of respondents plan to change software within next year



Q: What application do you use when credentialing physicians? (n = 175)
Q: What software do you use for credentialing physicians? (n = 279)
Q: Are you considering changing the credentialing software you use within the next year? (n = 164)



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For more information, visit

www.aspr.org

and

comphealth.com/resources/tag/credentialing

CompHealth and the Association of Staff Physician Recruiters administered a survey to ASPR members and CompHealth clients. This survey was fielded by Qualtrics Research to 11,000 healthcare administrators, collecting 383 total responses. The goal of this study is to uncover common pain points associated with credentialing locum tenens physicians and provide resources to ease the credentialing process for facilities and providers.



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