



healthcare

# Healthcare Case Study



**CLIENT**  
Fortune 50  
Healthcare Provider

**INDUSTRY**  
Healthcare

**SKILL PROVIDED**  
Physician, Coding and Billing,  
Clinician, Nurse Practitioner,  
RN-LPN, MSW, LSW

**WHY JUDGE**  
HIPAA Certified, Full-Service  
Compliance Department,  
Malpractice Insurance,  
Internal Review Nurses,  
Full-Service IT Support

Fortune 50 managed healthcare organization required a clinical workforce solution to provide customized care for 1,600 patients nationwide, within a three month timeframe.

## THE CHALLENGE

With their hospitals becoming overcrowded and patient recidivism growing, the client had to handle major hurdles (was greatly understaffed) due to increases in patient loads and changes to the industry landscape as a result of complicated healthcare reform laws.

The company was now tasked with managing larger patient loads and increased expenses associated with them. Within a three month period, the company needed the appropriate resources to provide customized clinical care for 1,600 patients located around the country. With the lack of centralization and subsequent need for clinicians extending to remote locations nationwide, finding and onboarding all of the necessary talent presented a logistical challenge for human resources.

Internally, the company faced an extremely difficult task in recruiting and developing such a workforce on a short timeline. Devoting the necessary resources to onboard, manage and support the required workforce would have been too demanding on internal resources such as IT, procurement, HR and other departments.

“...resources to provide customized clinical care for 1,600 patients located around the country.”



## THE SOLUTION

The Judge Group's dedicated Healthcare division was called on to provide its comprehensive and customized clinical workforce solutions.

Judge Healthcare leveraged its full-service clinical workforce to provide all of the necessary physicians, coding and billing specialists, nurse practitioners, RNs, LPNs, MSWs, LSWs, and other clinicians as flexible contractors required by the client. Through Judge's solutions, the company ensured that every detail of process was provided to meet the strict timeframe with unmatched speed and quality. The company could also rest assured because Judge maintains its very own medical malpractice insurance and is HIPAA certified. Judge was able to handle all of the sourcing tasks from recruiting and interviewing through the entire compliance process. This included all onboarding, initial setup and administrative processes. Judge then provided management and support to the resources for the duration of their assignment.

Judge devoted its independent, full-service compliance team to direct the onboarding of all personnel. They did so by handling all of the paperwork, performing and ensuring compliance with strict background and security requirements, performing licensure verifications, and reference checks. In some situations the contractors were required to submit reports and assessments from the road through a secure system. Judge provided its IT team to install the necessary software along with the associated training and supported it with a full-service help desk.



## THE RESULT

In the end, all 1,600 patients were seen and checked-in on regularly with nurse visits typically occurring every three months.

This effort was very successful in keeping the patients out of the hospitals and decreasing patient recidivism. In addition to the obvious cost savings for the hospitals and healthcare providers, the client increased the standing of their services, improved their patient outcomes, and as a result, received an increase in federal funding based on the subsequent reports.

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## BENEFITS

By engaging The Judge Group to direct and manage their time sensitive workforce needs, the client avoided a major strain on their internal resources.

Judge utilized its premier sourcing strategy and network of healthcare talent to deliver a large number of highly skilled contractors on a tight timeline. The client's human resources and procurement teams were provided with great relief as Judge handled all of the sourcing, vetting, payroll and work authorization functions.

The client also benefited from the services of Judge's own internal clinical review nurses. These nurses review the Judge Healthcare staff of social workers and RNs' clinical documentation on health risk assessments that were required by the client. They provided feedback on the documentation and educated and updated the field staff on client requirements. All of this was accomplished while maintaining the client's goal of having a clinical quality score on the project of at least 90 percent.

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can provide to your company?

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