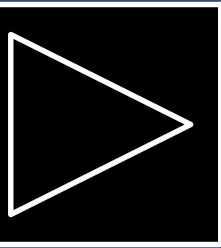


EverCheck- Efficient Primary Source Verification

TAP TO GO BACK
TO KIOSK MENU



Introduction/Problem

BIDMC is required to ensure staff meet all licensure and certification requirements both prior to hire date and to ensure staff renew prior to their expiration date (also known as Primary Source verification). The process was managed decentrally by both Human Resources and Patient Care Services. Verifying that staff maintained a current license was a heavily manual process which included running reports, verifying against job requirements and manually checking license status via many disparate Boards and governing agencies.

During a Joint Commission visit, the need to centralize Primary Source Verification was noted and the organization worked towards that goal- yet recognized that the effort to identify, track and notify individuals of the pending licensure expiration was labor intensive and prone to human error in it's current manual state.

Given the importance of Primary Source verification in order for us to remain compliant and ensure the safety of our patients, our two Executive Sponsors Judith Bieber, Chief Human Resources Office and Marsha Maurer, Chief Nursing Officer formed a team to identify automated solutions to better manage Primary Source Verification.

Aim/Goal

The team was tasked with identifying a tool to manage primary source verification renewals including identification of, notifications to employees and managers, reporting, and dashboards, thereby removing hours of manual work each week and greatly reducing the opportunity for human error.

The Team

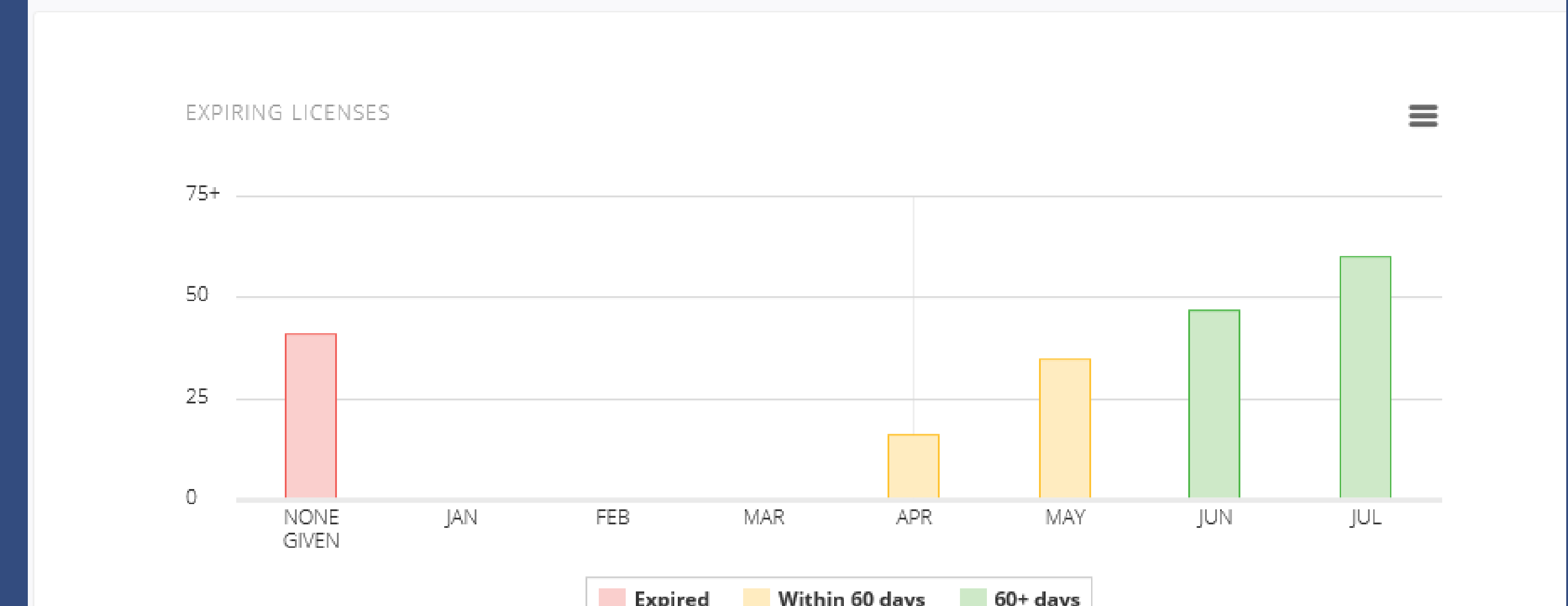
- SVP Sponsors- Judith Bieber, Chief Human Resources Officer, Marsha Maurer, Chief Nursing Officer
- Project Manager- Frank Britton Project Management Consultant (SEI)
- Suzanne Albright, HR Talent Acquisition
- Laurie Bloom RN, MA, Associate Chief Nurse, Professional Development and Research
- Kirsten Boyd, RN, MHA, Associate Chief Nurse, Ambulatory and Emergency
- Lori Cunningham Director of Talent Acquisition – Human Resources
- Rita Geller, Director of Compensation
- Sheila Goggin, PCS Finance
- Jessica Laverty, Director HR Systems & Learning
- Kathy Murray, Regulatory Compliance
- Wanda Shelton - Sr. Director, Management Information & Financial Systems Patient Care Services
- Ellen Volpe, Clinical Emergency Department Program Director Ambulatory & Emergency Nursing Education

The Interventions

- The project team reviewed the BIDMC cross functional population of all required licenses / certifications
- All job codes were reviewed to confirm the 'required' license/certification stipulations were up to date
- The HRIS team identified *EverCheck* as the vendor of choice
- Data cleansing activities were undertaken to resolve any discrepancies (e.g. license numbers at the PSV being linked to an employees maiden name while the PeopleSoft records showed a married name).
- Administrative processes were designed and implemented across the Medical Center to ensure individuals were licensed/certified as required or placed on an administrative leave as necessary
- Communications, process and application training sessions for both administrators and managers were held across the main BIDMC functional areas in preparation for a formal rollout of the application, which went live during the summer of 2018

Results/Progress to Date

Renewal Activity: All States

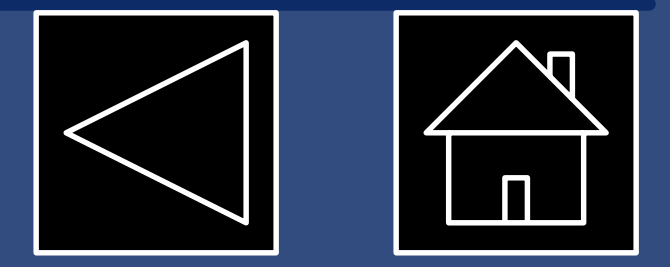


EverCheck Dashboard displaying current state of all required licensure/certification expirations

For more information, contact:

Jessica Laverty, Director HR Systems @ jlaverty@bidmc.harvard.edu

EverCheck- Efficient Primary Source Verification



More Results/Progress to Date

License Verification Overview

NOT FOUND & INVALID	ELAPSED LICENSE	NEGATIVE STATUS	DISCIPLINARY ACTION	NAME DISCREPANCY	CLEAR TO WORK
4	0	0	0	5	4080

EverCheck provides a dashboard to easily see License/Certification statuses across the organization

Dashboards
Efficient
Joint Commission Approved
Automated
Compliance
Electronic
Reporting

Lessons Learned

- Importance of defining key roles such as administrators and setting definitions of the attributes required to be successful in the role
- Regular communication to directors and managers enabled us maintain change management momentum.

Next Steps

- Expanding the scope for BIDMC to include the 'pre-hire' process in addition to the current 'post hire' functionality.
- Potentially including other BIDMC affiliates primary source verification management into the EverCheck solution.



The EverCheck Solution checks against licensure requirements daily and automatically takes a screenshot of the license/certification when updated, or at least once a month to provide automated licensure verification

For more information, contact:

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