

CASE STUDY



A CHARTIS COMPANY

From Underperforming to Powerhouse: How Providence Mission Hospital Created High-Performing Medical Staff Services

The Client Challenge

Providence Mission Hospital sought to strengthen its Medical Staff Services operations after facing mounting regulatory pressures and inconsistent credentialing processes across entities, including a 550-bed acute care hospital, trauma center, and children's hospital. Leaders sought to modernize operations and improve the provider experience by outsourcing all department-managed functions.

The Solution

Working with the organization's Chief Medical Officer, Greeley conducted a comprehensive assessment of regulatory compliance, credentialing and privileging processes, technology use, data integrity, and operational policies. The findings informed measurable improvement goals and timelines.

The team optimized credentialing and privileging from paper-based workflows to a fully electronic system. They also implemented standardized criteria and streamlined processes that improved turnaround times while supporting Providence Mission Hospital's faith-based mission, culture, and quality goals.

Client Impact

Through end-to-end managed services, Greeley helped the organization transform its Medical Staff Services, improving provider satisfaction, accelerating credentialing turnaround times, and increasing efficiency. Standardized credentialing and privileging processes met all regulatory and accreditation requirements. They also enhanced collaboration, training, and workflow redesign. And they improved consistency, trust, and long-term organizational alignment.

Meaningful Outcomes

45-day

Reduction in application processing turnaround time (from 66 days to <21)

1,400

Providers seamlessly credentialed on time

100%

Of criteria-based privilege forms were updated

Key Takeaways

Hospitals and health systems can transform Medical Staff Services through outsourcing based on key principles:

- Standardized credentialing and privileging practices
- Technology-enabled workflow redesign and automation
- Ongoing performance monitoring and accountability

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Greeley is a partner to healthcare organizations nationwide, helping them optimize medical staff services for the past 30+ years. Through our three practices—Medical Staff Services Optimization, Interim Staffing, and Education Solutions—we help healthcare providers operate more effectively, efficiently, and profitably, ultimately making healthcare better for patients and staff. [Learn more.](#)

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