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

- 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

- 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

Q: At what type of facility do you staff the greatest number of locum tenens physicians? (n = 340)

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

Facility Type for Locums Employment

- Hospital: 54%
- Multi-specialty or single-specialty group practice: 16%
- Health system/integrated delivery system: 13%
- Federally Qualified Health Center: 7%
- Rural health clinic: 3%
- Academic medical center: 2%
- Retail health clinic: 1%
- Other: 5%
Recruiter Bandwidth for Locums Staffing

- 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

- 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 during credentialing.
Key Issues in Assignment Preparation

- Receiving completed applications
- Having current procedure logs available
- Locum tenens agency understanding your credentialing process
- Receiving up-to-date references for locum tenens physicians
- Effective communication from locum tenens agency during the credentialing process
- Physicians who are presented have skills/procedures that match your requirements
- Getting timely feedback on candidates from your internal decision makers
- All stakeholders, internal and external, are regularly informed on progress and status
- Receiving up-to-date CVs
- Credentialing requirements are clearly understood by all internal stakeholders
- Having clear ownership of each step in the process
- Utilizing an effective internal credentialing checklist

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

- 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.
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

Q: How important do you consider the following elements to be when preparing for locum tenens physicians to start assignments? (n = 147)
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%)

Q: How satisfied are you with the following? (n = 149)
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.
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.
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.
Credentialing Applications and Software

Application Type

- Facility-specific application: 35%
- Standardized state application: 29%
- CAQH: 23%
- Other: 13%

- 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)
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.