

# Streamlining the Onboarding and Credentialing Process with MyEvaluations.com<sup>®</sup>

## Situation:

Traditional methods of gathering new hire documentation entail an inefficient use of human and financial resources and an outdated reliance on paper. For their incoming 2016-17 trainees, University of Southern California (USC) relied on MyEvaluations' Onboarding and Credentialing (OCD) module to acquire their new hire records. By doing so, the incoming class was able to import demographic data from ERAS and upload their respective ACLS and BLS certificates, CVs, medical licenses, ECFMG certificates, and other new hire documents directly into MyEvaluations. By transitioning to the OCD module, the USC GME Office estimates they reduced their own onboarding work-load by 50%.

Even in this electronic age, most GME Offices assemble and distribute hard copies of new hire paperwork via US Mail. And this outdated process is not without problems as paperwork routinely gets lost in the mail, whether USPS or inter-office to the HR department. With incoming trainees busy finishing up medical school, going on vacation, or attending to other priorities that compete for their time and attention, onboarding paperwork can be left incomplete.

USC is a large institution, with 63 accredited training programs comprised of 937 residents and fellows (and growing). For academic year 2016-17, their new trainees totaled 321. With these kind of numbers, USC GME's Shane Slater admits, "As soon as the year starts you're worrying about onboarding next year's class." From the moment she learned that MyEvaluations had an Onboarding module, Ms. Slater realized its potential to revolutionize USC's onboarding process. She pitched the idea to USC's institutional coordinator, reasoning, "We can incorporate the entire resident's documentation experience in one place. Work smart, not hard, right? Since the residents have to use the system anyway, why not get them started early? It gets the residents to be responsible for uploading their own documents which seemed like the best solution."

*"It put a modern, impressive face on your department as the first contact between you and that resident."*

Ms. Shane Slater  
Graduate Medical Education  
University of Southern California

To ensure standardization of their onboarding requirements, USC GME Department designed the required forms and fields and organized them into requirement groups. Depending on whether the new hire was a foreign medical school graduate, a resident, or a fellow, the appropriate requirement groups could be assigned to him/her. With the various requirement groups assembled, they were assigned to incoming trainees in April 2016, triggering email notifications that clearly delineated pending assignments and giving them ample time to log in to MyEvaluations to complete their onboarding assignments. When compared with their previous reliance on distributing new hire paperwork packets via US Mail, MyEvaluations OCD module offered a much more efficient method of distributing this information. An administrator can assign a requirement group to a new trainee in approximately one minute.

USC shifted not only the method of disseminating and collecting onboarding materials from paper to a secure electronic database, but also shifted the onus from coordinator to trainee. Coordinators had more time to dedicate to program administration because they were freed from shuffling paper, deciphering illegible handwriting, and contacting trainees to remind them to submit their documents. The Onboarding and Credentialing Dashboard allowed USC program coordinators and new hires to tell at a glance which trainee's requirements remained pending (color-coded red), those that needed administrator review (color-coded yellow), and those that had been completed (color-coded green). Trainees logged in to MyEvaluations at their convenience, easily accessed the OCD module, entered required information, and uploaded required documents. When questions arose, the Send Message option allowed trainees and administrators to email each other directly from the OCD module. As such, a total of 2,422 documents were assigned to and completed by the 321 USC trainees using MyEvaluations' OCD module for 2016-17 academic year.

Although it is difficult to ascertain the actual number of work hours saved by reliance on MyEvaluations' OCD module for academic year 2016-17, the USC GME Office estimates that MyEvaluations.com reduced their onboarding workload by half and thereby fostered goodwill between the GME Office and the coordinators working at USC. When asked to describe how USC

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program coordinators responded to MyEvaluations' Onboarding module, Ms. Slater reveals, "For the most part it was received really well, once they understood how to use it. And this experience has made them more receptive to our suggestions as viable solutions to their problems." All players involved (trainees, coordinators, GME and institutional managers) experienced a significant reduction of effort with respect to new hire materials as compared to previous reliance on paper.

From initial setup to the final report, USC's experience using MyEvaluations' Onboarding module reduced effort by at least 50%. Building upon this success, USC expanded its usage of the OCD module to manage promotions this academic year with plans for further expansion to collect additional documentation for their incoming 2017-18 trainees. Pending approval from their HR Department, contracts will be incorporated as well. In the words of Ms. Slater, "[Onboarding] is a huge job and we still feel anxiety just because it's important to get it right, for new hires to get paid the amount they are supposed to be paid. As we trust the system more to handle this process, our anxiety is less and less. But really, why wouldn't we use it? It's already there, and in a smaller institution I can only imagine it would be a dream come true. It puts a modern, impressive face on your department as the first contact between you and the resident."

## Benefits of using MyEvaluations' Onboarding and Credentialing module

- **Dashboard** shows onboarding and credentialing status a glance
- **Modern way to present your GME Office/Department** to new hires
- **Eliminate reliance on paper** – environmentally friendly
- **Easy to configure** the module and to assign onboarding requirements
- **Easy to complete** and submit onboarding requirements
- **Automated email reminders** and messaging feature
- **Secure system** protects confidential information
- **Use for promotions** as well as new hires
- **Efficient** use of human and financial resources
- **Web access** for HR, administrators, and trainees at any time