

## USE CASE:

# Clinician Onboarding

## COMPANY PROFILE

- A U.S.-based comprehensive cancer center focused on patient care, research, education, and prevention
- A comprehensive care center continually ranked “best” for cancer care in U.S. News & World Report’s annual survey

## CHALLENGES

The office of the Chief Academic Officer (CAO) needed to quickly onboard new clinical faculty, however, manual processes in multiple areas stood in the way including:

- Preparing offer letters
- Preparing candidate packets for committee review
- Collecting committee and board decisions

The office was collecting and collating clinician onboarding documents in paper and electronic form and using Sharepoint for tracking. These manual processes resulted in data silos that hindered cross-functional teams’ ability to work together. Compounding it all, different teams were unable to track these bottlenecks, ultimately creating data silos that impeded visibility across each process.

## APPLICATION GOALS

- Provide the office of the CAO with a tool to standardize, measure, and monitor the quality of its onboarding and promotion review through process orchestration
- Achieve overall transparency so the CAO team managing the processes has the proper metrics to evaluate and determine potential improvements
- Deliver a full application for faculty onboarding and promotion reviews in 3-4 weeks

## RESULTS/BENEFITS FROM USING APPIAN

With Appian, this institution is able to improve its candidate experience such that these world-class providers are able to be efficiently onboarded to begin the critical research, clinical care, and education that ultimately improve patient outcomes. At a time when academic medical centers are competing for the best and brightest talent, improving the process for onboarding and promotion review is critical to this institution’s brand and the gold-standard quality of care patients have come to expect from a leader in cancer research, treatment, and prevention.

The organization used Appian to create an application that orchestrates the overall process flow for onboarding and promotion reviews with proper controls implemented throughout to provide checks and balances.

This one-stop application allows users to:

- Easily enter and edit data when necessary in real-time
- Segregate duties such that only those who need specific information can access it
- Collect and aggregate committee votes as candidates move through the process
- Digitize paper-based candidate documentation into electronic records

Dynamic configuration of the file upload process to account for any potential changes addressed the long-term goal of future-proofing the application. With this forward-thinking planning, this institution and the Chief Academic Officer are looking forward to addressing additional, more high-profile projects with Appian.

## LEADING HEALTHCARE ORGANIZATIONS TRUST APPIAN:

