

# Reducing Lead Time to Achieve Growth Goals

## Telemedicine Services

Scale: 430 employees | \$63.1M Annual Revenue

Adonis Partners assisted a national provider of telemedicine services in streamlining their credentialing process, drastically reducing the time required and enabling faster expansion to meet growth goals.

- ✓ Drastically reduced credentialing lead time
- ✓ Improved lines of communication between key stakeholders
- ✓ Established best practices for credentialing specialists



**75%**

Faster Stakeholder  
Communication

**3**

Month Reduction in  
Lead Time

**89%**

Reduction in Committee  
Processing Time

A leading provider of telemedicine services with nine lines of service faced slowing growth goals due to a lengthy credentialing process for clinicians, taking anywhere from 9 to 12 months. To help address this bottleneck, Adonis connected with key players and systems, conducted interviews with leaders, and gathered data from the core systems. Taking it a step further Adonis' expert consultants surveyed employees and customers to create maps of the current state.

Based on these insights, Adonis developed an implementation and sustainability plan for the recommended future state process, a risk analysis, a mitigation plan, and an updated management plan. The overhaul of processes improved relationships and communication between the licensing and credentialing team, providers, and service line leaders.

Executing the future state process resulted in a 25-33% reduction in the lead time for licensing and credentialing clinicians, equating to an overall reduction of three months. This allowed for faster clinician onboarding and supported the company's growth goals. For added long-term success, our consultants also developed a set of best practices for licensing and credentialing. As a result, the company is now positioned for sustainable expansion and enhanced service delivery.