

# UTILIZING DYNAMIC TECHNOLOGY AND SUPPORT IN A STRATEGIC TELEHEALTH OUTSOURCING PARTNERSHIP

## PARTNERSHIP BACKGROUND

- ▶ In March 2020, one of the nation's largest telehealth companies turned to SCP Health (SCP) for supplemental staffing support due to the massive spike in demand during the early stages of the pandemic.
- ▶ Early in the partnership, the client recognized SCP's potential as a long-term strategic partner that could support their strategy of evolving from managing a loosely affiliated group of nearly 10,000 clinicians toward a tighter, high-quality, more engaged network.

## NEXT STEPS

- ▶ As a team, a large-scale staffing operations outsourcing arrangement was developed, making SCP accountable for ensuring high-quality physician coverage through sourcing, recruiting, and scheduling clinicians to cover the daily volume forecast and meet SLAs for wait times and patient satisfaction.
- ▶ A critical tool to the partnership's continued success is the utilization of SCP's proprietary app - mySCP - a secure mobile and desktop-enabled clinician engagement management platform developed by SCP that allows
  - Streamlined online recruiting and onboarding process to drive provider satisfaction
  - Continuously monitored license status, eligibility, and sanctions reporting
  - Renewal notifications automatically sent to clinicians
  - Online documentation collection

## IMPACT

- ▶ Through mySCP, in less than 30 days, SCP was able to quickly onboard over 800 physicians to ultimately care for over 170,000 visits per month via our client's telehealth platform.
- ▶ The SCP team has delivered consistent coverage every hour of every day, with predictable scheduling for physicians, improved patient wait times, cost reductions for the client, and overall enhanced satisfaction for the client, clinicians, and patients.
- ▶ SCP schedules nearly 9,000+ virtual physician shifts to cover over 170,000 patient visits per month.

## KEY TAKEAWAYS

- ▶ Physicians engaged with this platform model are agile, tech-savvy, and innovative - they respond quickly to requests through the mySCP app.
- ▶ Through the use of mySCP, sudden schedule changes and surges can be easily facilitated.
- ▶ This scalable business model is easily transferable to other large or small staffing operations outsourcing arrangements.
- ▶ With provider burnout as a major concern in the industry, a telehealth solution such as this offers improved work environments, flexibility, and the opportunity to reduce burden on capacity management within a facility.



CREATED A HIGH-QUALITY, ENGAGED NETWORK OF CLINICIANS



ONBOARDED  
**800 PHYSICIANS**  
IN LESS THAN  
**30 DAYS**



**9000+**  
PHYSICIAN SHIFTS  
PER MONTH



**170,000**  
PATIENT VISITS PER MONTH

