

Coachella Valley Anesthesia Optimizes Efficiency Across Provider Scheduling, Time and Attendance, and Credentialing with QGenda



Founded in 2023, Coachella Valley Anesthesia (CVA) provides exceptional anesthesia services to patients at six hospitals and four surgical centers across the state of California with new medical facilities being added on a regular basis. With a wealth of anesthesia expertise and an unwavering commitment to quality, CVA's growing team of 150+ providers delivers unparalleled care experiences to patients at all the facilities the organization serves.

Group leaders select QGenda Advanced Scheduling for Providers based on past success

In 2023, Samantha Duran joined former colleague, Dr. Arun Thunga, in building a new medical group, Coachella Valley Anesthesia. She immediately got to work putting best-in-class technology in place to empower providers and drive operational efficiency across the rapidly growing organization.

"I had used Advanced Scheduling for over 13 years in various anesthesia management positions, and I was familiar with its powerful functionality and configurability," said Duran, CVA's Chief Operating Officer. "I was excited to leverage this proven scheduling solution and take full advantage of other products in QGenda's unified healthcare workforce management platform."

QGenda's scheduling automation, including automated work patterns and a rules-based scheduling engine, enables CVA's scheduler to create and manage complex anesthesiologist and CRNA schedules that are fair, accurate, and align with provider preferences. With QGenda, Coachella Valley Anesthesia is able to automate out orders, go-home orders, and waterfall for more predictable shift end times.

AT A GLANCE

Challenges

- Schedule complexity and unique pay requirements at each site
- Time-to-credential issues due to manual processes and administrative overload
- Decision-making challenges due to lack of centralized data visibility across scheduling, time tracking, compensation management, and credentialing

Solution

- QGenda Advanced Scheduling for Providers
- QGenda Time and Attendance for Providers
- QGenda Credentialing

Results

- Optimized, equitable schedules that align with patient demand and provider schedules
- Faster, more accurate payroll
- 20% reduction in time-to-credential
- Improved ability to analyze and present data for informed decision-making and recommendations

The QGenda mobile app makes it simple for clinicians to request and swap shifts – anytime, anywhere – from their smartphone or tablet. The rules-based engine streamlines the administrative process and ensures that all change requests adhere to skillset, contractual, and compliance requirements. When changes are made, all care team members are instantly notified about the revised schedule. Furthermore, because QGenda maintains anesthesiologist and CRNA schedules in one master schedule, administrators, medical directors, and clinicians at each site have visibility into the complex schedule, including vacations, call assignments, and daily case or procedure assignments – all from a single, centralized source of truth.

Unified time and attendance streamlines time entry, payroll, and informed decision-making

Coachella Valley Anesthesia is using QGenda Time and Attendance for Providers to eliminate tedious punching in and out with automated time entry based on schedule data. Clinicians can attest to time worked or adjust timesheets to add time for meetings, special assignments, and other work compensated on top of regular pay. Plus, the QGenda mobile app delivers on-the-go convenience for hourly providers, such as CRNAs, with the ability to log, review, edit, and submit time from a smartphone or tablet.

In addition, the QGenda solution automates and streamlines the group's complex pay calculations. Configurable pay rules address premium pay, stipend pay, and tiered rates, all of which differ by site, as well as pay structures that align to FLSA and other regulations. As the schedule changes, pay codes are updated to reflect the correct pay rate. What's more, an out-of-the-box integration with CVA's payroll system/vendor ensures a seamless and efficient payroll process.

"Other medical groups I've worked at used paper timesheets, so they had multiple employees doing payroll all day, everyday," explained Duran. "Because QGenda is able to handle the unique and complex payroll specifics at every site with amazing accuracy, Coachella Valley Anesthesia has a single person processing payroll for 150+ providers. Clinicians are able to log into QGenda and see what their pay is going to look like. If there are errors or adjustments are needed, they'll notify our payroll specialist before she even starts processing payroll, further reducing errors for improved provider satisfaction."

Data-driven credentialing empowers providers and reduces credentialing time by 20+%

When Coachella Valley Anesthesia was first founded, credentialing was handled by the HR director who would send applications to providers, collect documents in a shared folder, and send them over to the Medical Staff Office at each hospital or surgery clinic. In an effort to accelerate credentialing, reduce administrative burden, and enjoy a one-stop shop for healthcare workforce management, Duran implemented QGenda Credentialing, a solution that runs on the same unified platform as Advanced Scheduling and Time and Attendance.

The solution automates primary source verification for state licenses, DEA, SAM, OIG, and more to save time and effort. Proactive alerts for upcoming expirations and automated monitoring for sanctions, exclusions, and licensure status changes improve safety and compliance. At the same time, auto-filling of applications and embedded e-signing eliminates time-consuming emailing of documents between providers and credentialing staff.

“

The QGenda product is amazing. Having everything related to provider scheduling, time tracking, compensation management, and credentialing at our fingertips has made a huge difference.

Samantha Duran, COO
Coachella Valley Anesthesia

“

From implementation to customer success, the QGenda team is pleasant, knowledgeable, and committed to our success. They are responsive when it comes to addressing issues and discussing how to best use the solutions.

Samantha Duran, COO
Coachella Valley Anesthesia

“Even as we hire more providers, QGenda helps us keep up with credentialing by automating tasks and workflows,” explains Duran. “We’ve already reduced credentialing time by more than 20%, but as more forms are mapped for auto-fill and more clinicians use the Provider Portal to complete, submit, and access documents, we expect to achieve even greater efficiency gains.”

QGenda platform simplifies data analysis and drives more informed decision-making

CVA uses unified QGenda data to inform the best possible decisions for the business and make evidence-based recommendations to medical directors and hospital administrators – something that is difficult to achieve with manual or siloed systems.

“QGenda is enabling us to gain critical insights into staffing efficiency and provider productivity,” stated Duran. “For example, we’re able to compare billing OR times by provider against their clocking in and out times to identify opportunities to improve provider efficiency. In addition, we’re able to compare scheduled vs. actual time by provider to ensure we’re meeting our contractual obligations to the hospitals and clinics we partner with.”

CVA’s partnership with QGenda extends beyond product

Based on her experiences at other anesthesia groups, Duran was confident that partnering with QGenda would yield successful outcomes for Coachella Valley Anesthesia. QGenda brings together people, processes, and technology needed to achieve the organization’s goals and maximize the value of their investment.

“Our group is excited to use the QGenda solutions to their fullest extent, and the people at QGenda are helping us make that happen,” concludes Duran. “From implementation to customer success, the QGenda team is pleasant, knowledgeable, and committed to our success. They are responsive when it comes to addressing issues and discussing how to best use the solutions.”

About QGenda

QGenda revolutionizes healthcare workforce management everywhere care is delivered. QGenda ProviderCloud, a purpose-built healthcare platform that empowers customers to effectively deploy workforce resources, includes solutions for scheduling, credentialing, on-call scheduling, room and capacity management, time tracking, compensation management, and workforce analytics. Learn more at www.QGenda.com.