



UR
MEDICINE

STRONG
MEMORIAL HOSPITAL

MEDICINE of THE HIGHEST ORDER

symplr Vendor Credentialing

CUSTOMER CASE STUDY

The story of one facility's path to 100% compliance

University of Rochester Medical Center (URMC) - Strong Memorial Hospital
Chloe Alexander, Supply Chain Manager

“ With symplr, we didn't just get an out-of-the-box credentialing solution, we got a credentialing partner. One as focused on keeping our facilities compliant and secure as we are, and is responsive to our needs. With symplr Vendor Credentialing, we can confidently meet the requests of the Joint Commission auditor with accurate and reliable access reports. ”

Sum It Up

Strong Memorial Hospital, with 830 beds, is the largest facility in the University of Rochester Medical Center (URMC) and is one of the nation's premier teaching and research hospitals. With a 24/7 trauma and burn center, multiple research programs, as well as the new adjacent Children's Hospital, Strong Memorial needed an easy-to-manage vendor credentialing program to help meet their compliance goals and ensure patient safety.

The Big Challenge

When Strong Memorial began preparing for a visit and audit from the Joint Commission, they quickly realized their homegrown, manually-managed credentialing system could no longer meet their compliance and security needs, particularly when it came to access controls for the Operating Room (OR). Although there are multiple entry points into the facility, only two main entrances are supported with front desk staff. There is a high volume of incoming traffic including vendor reps, traveling nurse services, research personnel, and other visiting groups regularly coming onsite. The high traffic, coupled with additional requirements for OR access, meant Strong Memorial needed a solution with the flexibility to assign different credentialing requirements to each type of visitor. A solution that would enable staff to easily verify credentials and access authorizations, and then get that visitor checked-in quickly.



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A **symplr** Solution is the Best Solution!

When Chloe Alexander, Supply Chain Manager, realized that Strong Memorial and the other facilities within URMH needed a more comprehensive credentialing solution, she turned to **symplr**®. After evaluating **symplr**'s flexible credentialing capabilities and seeing how large the in-house team of credentialing and research experts is, she signed on to begin a multi-facility deployment of the **symplr** Vendor Credentialing solution. Implementing **symplr** Vendor Credentialing allowed the supply chain team to customize and tailor the credentialing requirements of each visiting group, which made the process of getting credentialed easier and more efficient for everyone coming onsite.

Saving the Day, the **symplr** Way

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Organization Profile



**Strong Memorial
Hospital**

■ Founded | 1926

■ Number of Beds



■ Affiliated **University of
Rochester
Medical Center**

