



CASE STUDY

MaineHealth Streamlines Vendor Credentialing to Support Growth and Compliance



Having one policy for all, keeping things simple and clear and reasonable, basing them on best practices, are the important things for your organization to consider.”

Georgette Durgin
Finance Transformation Project Manager
MaineHealth

Highlights

CHALLENGES

- Fragmented vendor credentialing policies across the health system
- Manual processes, inconsistent compliance and lack of visibility
- Multiple policies and procedures created confusion for vendor reps and care teams

SOLUTION

MaineHealth partnered with GHX to:

- Relaunch its credentialing program with systemwide policies
- Clean up and expand data visibility
- Form a vendor management workgroup to sustain improvements
- Engage stakeholders and educate care teams and vendor reps

RESULTS



690

vendors registered,
100% sanction-free

Vendor rep
compliance
increased by

167%

(doubled over
past year)



Vendor rep
registrations
increased

165%

(2,300 to 6,100)



Consolidated **68**
policy documents
down to **9**

Customer

MaineHealth is a not-for-profit, integrated health system comprising 10 hospitals and more than 200 specialty and primary practices across Maine and New Hampshire. The system includes a Level 1 trauma medical center, nine additional licensed hospitals, comprehensive pediatric care services, an extensive behavioral health care network, diagnostic services and home health, hospice and senior care services. With more than 2,000 employed providers and approximately 24,000 care team members, MaineHealth delivers preventive care, diagnosis and treatment to 1.1 million residents across the region.

Challenges

Fragmented Policies and Processes

MaineHealth first launched the GHX Vendor Credentialing program in 2007 at Maine Medical Center. Over the next decade, the system expanded through mergers and acquisitions (M&A), bringing in new entities—each with its own policies, badging rules and credentialing processes. Some had functioning kiosks for vendor sign-in, some had broken/unused ones, and others had none.

As a result, vendor credentialing became decentralized and inconsistent. Across MaineHealth's hospitals, care teams and vendor reps were often confused by multiple requirements, while offsite locations had little to no credentialing support. With more than 2,000 vendor representatives visiting annually, the lack of systemwide visibility and compliance created systemwide challenges.

"The policy was really the core of the program. We needed to get to a centralized single policy for the system," said Georgette Durgin, finance transformation project manager at MaineHealth.

Solution

Credentialing Program Relaunch with GHX

When presented with the opportunity to choose a transformation project at MaineHealth, Durgin prioritized revamping the vendor credentialing program in partnership with GHX. Together with Joseph Oates, SCM Corporate Services Program Management Specialist, and a multidisciplinary workgroup, the team relaunched the program around four key pillars.

Four Key Pillars

1

Policy and requirements audit:

Conducted a crosswalk of 68 policies, reducing them to 9 streamlined, consistent documents.

2

Data clean-up:

Updated credentialing program information based on GHX data, adding 113 offsite locations so reps could compliantly gain access to all sites.

3

Vendor management workgroup:

Formed a group spanning supply chain representatives across three regions, clinical, legal and regulatory, corporate contracting and value analysis, and GHX representatives to guide ongoing improvements.

4

Stakeholder engagement and awareness:

Shared updates across the system, educated care team members on the program, and provided reps with new communication tools, including posters and postcards with QR codes to simplify the badging process.

GHX brought the knowledgeable, hands-on support MaineHealth needed to optimize a program that had been left behind. With GHX's expertise and technology, MaineHealth was able to create a modern, standardized and scalable approach to support continued growth.

"GHX really provides the platform that we need, and matches the needs of MaineHealth," said Durgin.

"We found it very helpful, as a system, to monitor and track our progress, our activity and our trends."

Oates added: "When I review the badging history, if I see a rep tried to sign in and they aren't registered or they're missing credentialing requirements, I can email them with GHX provided educational support material, so they have a tool to help easily get registered."

Results

Standardized, Streamlined and Scalable

With the relaunch, MaineHealth brought consistency and visibility to its vendor credentialing program across the enterprise:

- **Streamlined credentialing:** Consolidated **68** policies to **9** systemwide
- **Expanded oversight:** Credentialing now covers **10 hospitals, 113 offsite locations** and **155 departments**, full visibility through the GHX Vendormate dashboard
- **Improved compliance:** Rep compliance with badging increased by **167%** (doubled over past year)
- **Increased rep registrations:** Rep registrations grew by **165%** (from **2,300** to **6,100** reps)
- **Increased vendor registration:** **690** vendors registered, **70%** fully registered and **100%** sanction free

The program is now clear, simple and effective. Vendor reps and care team members follow the same protocols regardless of location, and MaineHealth has visibility into activity across the system.

“We received a lot of positive feedback from our care team members. They are happy to have support and policies they can reflect upon to make sure reps aren’t just showing up.”

Joseph Oates

By partnering with GHX, MaineHealth not only modernized an outdated program but also established a standardized, scalable framework that will support future change, whether through organic growth, M&A or evolving regulatory demands.

Looking Ahead

MaineHealth continues to refine its credentialing practices:

Increasing vendor rep sign-out compliance using mobile tools

Strengthening credentialing at the top 10 busiest offsite locations

Using Vendormate data to compare credentialing activity with surgical case activity for greater accountability

“We have a dedicated specialist at GHX. Those who use the credentialing program have that support, which is truly valuable with all the work that we do together.”—Georgette Durgin

Durgin’s advice to other health systems: “It’s really not hard work. Start with the basics, look through the lens of regulatory agencies like Joint Commission.”

» **Contact GHX today to learn more about optimizing your vendor credentialing program with a free compliance review.**