OnboardMD

CASE STUDY · PROVIDERS · PROVIDER OPERATIONS

LATEETUD

HEALTHCARE
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CASE STUDY · AUGUST 2026

Getting providers to patients faster, with one onboarding workflow across 18 teams.

A leading Rocky Mountain health system was coordinating provider onboarding and offboarding across 18 to 20 teams using disconnected spreadsheets, email, and phone calls. One tracked workflow replaced that coordination, surfaced delays earlier, and gave every task an owner, all aimed at getting providers through onboarding and ready to see patients sooner.

THE CUSTOMER

Rocky Mountain health system. Provider organizations where onboarding cycle time is capping both patient access and revenue.

SCALE

15

hospitals, 300+ sites

WORKFORCE

36,000

employees

SCOPE

Onboarding to offboarding

The challenge

- **Problems surfaced late.** With no shared view, a missed handoff was often found only when a start date was already at risk.
- **Start dates slipped.** A slipped day meant a provider not yet seeing patients and revenue not yet earned.
- **Staff reconciled status by hand.** Experienced staff spent hours a week piecing together who had done what.
- **No accountability line.** When work stalled between teams, no one owned moving it forward.

The solution

The whole lifecycle moved onto one tracked workflow.

- Signed offer
- One accountable workflow
- Every task tracked, owned
- Delays surfaced before they affect the start date

We brought the provider lifecycle onto one tracked workflow, from pre-onboarding and credentialing through onboarding, ongoing changes, and offboarding. The 157 tasks that used to live in separate spreadsheets became one sequence with clear ownership and current status.

OUTCOMES · MEASURED

Production outcomes are the customer's own, from their deployment.

70%

less weekly coordination time for everyone involved.

66,000

hours returned to operations a year.

300

users on one workflow, with real-time visibility.

157

onboarding and offboarding tasks on a single tracked path.

WHAT MADE IT WORK

With every task, owner, dependency, and status in one place, teams can see what could hold up a provider before the start date is at risk. Staff spend less time reconciling status and more time resolving the issues that actually need their attention.

The measured result was 70% less weekly coordination time and 66,000 hours returned to operations each year. The operational objective is equally important: shorten the path from signed offer to a provider being ready to see patients.

START A CONVERSATION

Show us how providers move from signed offer to seeing patients today. We will map the handoffs, identify where start dates are being put at risk, and show where a single workflow can take time out of the process.

Pawan Jadhav
Chief Executive Officer

pawan.jadhav@lateetud.com
lateetud.com · 888-801-3505