

The Credentialing Health Check

15 Questions Every Credentialing Leader Should Be Able to Answer

A clean file can still come from a fragile process.

This 5–7 minute assessment helps you look beyond file completion and evaluate whether your credentialing operation is controlled, measurable, consistent, governed and built to last.

TRANSFORMING CREDENTIALING. **STRENGTHENING GOVERNANCE.**

Credentialing by Design™

Independent credentialing, privileging, operational design and governance consulting.

This is not a compliance quiz.

It is a leadership diagnostic. Answer based on what you could demonstrate today not what the policy says should happen, and not what your strongest employee knows how to make happen.

YES	SOMETIMES	NO	I DON'T KNOW
Consistently true and demonstrable	Inconsistent, manual or person-dependent	Not reliably in place	Leadership cannot readily demonstrate it
3 points	2 points	1 point	0 points

Maximum score: 45. Don't overthink it. Your first answer is usually the right one.

Compliance & Control: Can the organization demonstrate that required work is performed, documented and controlled?

Operational Performance: Can leaders see where work is, where it stalls and why?

Quality & Consistency: Would the same file be processed the same way by different qualified staff?

Governance & Accountability: Are decisions, exceptions and escalations owned by the right people?

Sustainability & Scalability: Will the process still work through growth, turnover, volume spikes and change?

COMPLIANCE & CONTROL

1. If 10 completed credentialing files were pulled today, would the documentation consistently support what your policies say should have happened?

YES	SOMETIMES	NO	I DON'T KNOW	SCORE
3	2	1	0	—

2. Are exceptions, discrepancies and adverse information handled through a defined process with documented resolution and escalation?

YES	SOMETIMES	NO	I DON'T KNOW	SCORE
3	2	1	0	—

3. Can you demonstrate that required verifications, monitoring and expirables are completed through controlled processes rather than individual memory or workarounds?

YES	SOMETIMES	NO	I DON'T KNOW	SCORE
3	2	1	0	—

Dimension subtotal: ____ / 9

4. Can you identify where every active application is in the credentialing process right now and what is holding it up?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE —
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5. When turnaround time increases, can leadership identify the specific step, handoff or dependency causing the delay?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE —
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6. Do your operational metrics measure more than completed-file counts; for example aging, rework, defects, bottlenecks and pending dependencies?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE —
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Dimension subtotal: ____ / 9

QUALITY & CONSISTENCY

7. Would two qualified credentialing specialists process the same type of file in substantially the same way?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE —
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8. Is quality review designed to identify patterns and process failures and not just correct individual file errors?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE —
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9. When an error occurs, can you determine whether it was an isolated mistake or evidence of a systemic problem?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE —
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Dimension subtotal: ____ / 9

10. Are ownership, decision rights and escalation paths clear when credentialing information is incomplete, adverse, late or outside established criteria?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE ____
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11. Do credentialing policies, actual workflows, committee practices and system configuration tell the same operational story?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE ____
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12. Can leaders distinguish credentialing issues that require operational correction from those that require medical staff, compliance, legal or executive action?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE ____
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Dimension subtotal: ____ / 9

SUSTAINABILITY & SCALABILITY

13. If your strongest credentialing employee left tomorrow, would the process still work the same way?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE ____
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14. Can your current credentialing model absorb meaningful growth or a volume spike without relying on overtime, heroics or off-system trackers?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE ____
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15. Does your technology support the designed workflow or have employees built manual processes around the technology to make the work happen?

YES 3	SOMETIMES 2	NO 1	I DON'T KNOW 0	SCORE ____
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Dimension subtotal: ____ / 9

What does your score say?

Add all 15 answers. Your total is a directional leadership indicator not an accreditation score.

37–45	DESIGNED TO PERFORM Strong foundation. Focus on optimization, automation, scalability and continuous improvement.
28–36	FUNCTIONAL BUT FRAGILE The work gets done, but consistency may depend on experienced people, manual controls or workarounds.
19–27	OPERATIONAL RISK EMERGING Recurring weaknesses are creating avoidable risk, rework, delay or inconsistent outcomes. Prioritization is needed.
0–18	CREDENTIALING BY HEROICS The operation may be surviving because people compensate for broken design. Stabilization and redesign should become a leadership priority.

YOUR TOTAL SCORE: _____ / 45

Now look for the pattern.

A total score can tell you that something deserves attention. The five dimension subtotals tell you where to look first. A low Compliance & Control score suggests a different problem than a low Sustainability & Scalability score, even when both organizations produce clean files.

If your lowest score is...	Start asking...
Compliance & Control	Are our requirements, controls and evidence actually aligned and can we demonstrate them consistently?
Operational Performance	Where is work waiting, why is it waiting, and what do our metrics fail to show?
Quality & Consistency	Are defects being corrected one file at a time instead of fixing the process that creates them?
Governance & Accountability	Who owns the decision when something falls outside the normal process?
Sustainability & Scalability	How much of our operation depends on individual knowledge, manual effort and heroics?

Compliance tells us whether the requirement was met.
Operations tell us whether the process that produced it is sustainable.
Design determines whether the organization can do it consistently tomorrow.

Your score tells you where to look. A Health Check determines why.

Credentialing by Design Health Checks evaluate the system behind the files: requirements, workflow, governance, quality controls, operational performance, technology, file evidence and the way decisions move through the organization.

CREDENTIALING BY DESIGN™

Transforming Credentialing. Strengthening Governance.

Credentialing Health Checks | Operational Design | Governance & Compliance | Credentialing Education

Use note: This self-assessment is an educational leadership tool, not an accreditation survey, legal opinion or determination of regulatory compliance. Organizations should evaluate credentialing requirements against their current applicable laws, regulations, accreditor standards, contracts, bylaws and policies.