

## Core Privileging Client Testimonial

### Susquehanna Health, Lycoming County, PA

Our engagement of Greeley to establish a core privileging system was a huge success. The breadth and depth of expertise the Greeley staff were able to bring to bear on this project was immense. We decided that all of our privilege lists needed to adopt core methodology as close to a simultaneous fashion as possible rather than a staggered approach that would take years. As you might imagine, facilitating a change of this magnitude can be daunting when you have to maintain your current work load with a staff already working at maximum capacity.

Greeley did the heavy lifting of providing research, draft forms and editing. If I or my staff had to do the research it would have taken much longer and momentum for the project would have waned with our medical staff. Greeley not only helped us to frame the conversation for medical staff leadership but established themselves immediately as experts with our practitioners who were uneasy and questioning this approach. Greeley heard the practitioners concerns and was able to site standards, best practices and examples to the satisfaction of the most doubting practitioner that swayed their opinion. This expedited the process immensely. I personally learned a lot just sitting in on the interviews.

Many of our practitioners involved in the process here at SH were very complimentary and impressed that Greeley could generate and site numerous examples of how others tackled a specific issue and yet tailor their recommendation to our needs. Gaining the trust of the medical staff is an essential prerequisite to change. Again, our MSS office staff would not have been able to be such a respected resource to the medical staff in this endeavor.

Our experience with Greeley has been very positive and of great value, because of their expertise I'd like to describe them as "a medical staff office special forces team." They can enter a situation, identify quickly what needs to happen and turn it around much faster with less pain and produce a high quality product with minimal support of front line staff.

Without hesitation I recommend Greeley if you have any need of a consultant working with medical staff issues. In addition to Core Privileging we also used them for Bylaws and Peer Review restructuring. The outcome of each project was stellar.

**Susan Browning MHA, RD, LDN**  
**Director Medical Staff Services**  
**Susquehanna Health, Lycoming County, PA**

## ABOUT GREELEY

### *The Greeley Company*

Headquartered in the greater Boston area, The Greeley Company serves administrative and clinical teams in more than 500 healthcare organizations nationwide each year—ranging from the largest healthcare systems and academic medical centers to critical access rural hospitals. We have a rich history of providing innovative consulting, education, outsourcing solutions, interim staffing, and external peer review to healthcare organizations nationwide. Greeley focuses on contemporary needs and challenges related to medical staff optimization & physician alignment; accreditation, regulatory compliance & quality; and credentialing & privileging.

### *Our mission*

The Greeley Company's mission is to help healthcare organizations improve efficiency, comply with regulations and standards, achieve practitioner engagement and alignment, and excel in delivering high-quality, cost-effective patient care.

### *Our clients*

Our clients include healthcare organizations of all sizes and types—from large, multi-setting healthcare systems and academic medical centers to critical access rural hospitals. We work with clinical and administrative individuals and teams across the entire organization including physicians, executives, directors, managers, and frontline staff.

### *Our advisors and staff*

The Greeley Company provides our clients with a dedicated team of advisors who bring valuable experience and rich backgrounds as former hospital, nurse, and physician executives, as former “Big 4” consultants, and as former regulatory surveyors. Our professionals understand your pain and provide the breadth and depth of preparation, training, and education needed to drive success. Behind our advisors stand talented management and support staff committed to ensuring the highest level of customized attention and client fulfillment.

### *Contact us*

Please contact us at 888/749-3054 or [info@greeley.com](mailto:info@greeley.com) for more information on how The Greeley Company can help you meet your challenges and goals.