



Case Study

# Transforming Continuing Education in a Premier Hospital Network

*How a top-3 US News ranked hospital network eliminated manual CE/CME management, achieved 98% compliance, and saved \$4,950 per supervisor annually*

**\$4,950**

**Direct value saved**  
*per supervisor annually*

**98%+**

**Confirmed CME compliance**  
*across the network*

**100%**

**Successful audits**  
*zero findings*

## CUSTOMER PROFILE

### About the Organisation

#### A Premier Hospital Network

*Multi-State Hospital System*

A renowned, top-3 US News ranked hospital network operating across multiple states with a large, multi-disciplinary clinical workforce. The network spans physicians, nurses, allied health professionals, and support staff, each with distinct CE and CME requirements across multiple license types and jurisdictions.

**Sector** Hospital / Health System

**Ranking** Top-3, US News and World Report

**Staff Profile** Multi-disciplinary clinical workforce

**License Types** Multiple across physicians, nurses, allied health

**Geographic Reach** Multi-state network

**Prior Approach** Manual CE/CME tracking per department

## THE CHALLENGE

### Manual CE Management at Network Scale

Managing continuing education compliance across a large, multi-state hospital network is not a simple coordination problem. It is a structural one. With clinicians holding multiple license types across different



jurisdictions, each with distinct renewal cycles and mandatory topic requirements, the administrative burden of manual tracking was significant, inequitable, and growing.

#### What they were dealing with

- Manual CE and CME tracking processes across the network – inconsistent, time-consuming, and creating compliance gaps
- Uneven staff support: some clinicians had dedicated admin help to manage CME, others were managing it entirely on their own
- Significant administrative burden on supervisors – an estimated 110 hours per supervisor per year absorbed by CE-related admin tasks
- No centralised visibility of compliance status across the network – leadership could not see where gaps existed until they became problems
- State-specific CE requirements for staff holding multiple licenses across jurisdictions managed manually with no systematic process
- Audit risk from incomplete and inconsistent documentation across departments

#### THE SOLUTION

### One Platform Across the Entire Network

The network partnered with CE App to replace fragmented departmental tracking with a single, centralised compliance platform – one that automated the process end to end and gave every clinician the same visibility and support, regardless of where they sat in the organisation.

<b>Centralised CE/CME Platform</b>	CE App replaced fragmented departmental tracking with a single, unified system covering every clinician across the network – regardless of role, license type, or state.
<b>Automated State-Specific Compliance</b>	CE requirements for staff holding multiple licenses across different states were mapped and tracked automatically, eliminating the need for manual cross-referencing of state board requirements.
<b>Admin Burden Eliminated</b>	Supervisors were freed from CE administration entirely. The 110 hours per supervisor previously spent on CE-related tasks moved toward higher-value clinical and operational work.
<b>Self-Service for Clinicians</b>	Clinicians gained direct visibility into their own CE status, upcoming renewal deadlines, and required courses – removing the need to chase coordinators for updates.
<b>Audit-Ready Documentation</b>	All CE records centralised, organised, and retrievable on demand. The network achieved 100% successful audits with documentation available instantly for any reviewer.



**Equitable Access Across the Network** CE management was standardised across the entire workforce. Clinicians who previously had no admin support now had the same visibility and tracking as those who did.

*“Our clinicians constantly praise your support team!”*  
 Compliance Manager, Premier Hospital Network

*“I manage CME with CE App to save physicians time and send them the CME they need.”*  
 Department Credentialing Manager

*“This is excellent, exactly the breakdown I want.”*  
 Clinician User

**KEY RESULTS**

**Measurable Impact Across Compliance, ROI, and Equity**

The outcomes were immediate, measurable, and validated across the organisation. CE App delivered not just compliance improvement but a fundamental shift in how the network thinks about CE management.

Outcome Area	Result	What It Means
Compliance Rate	98%+ confirmed CME compliance across the network	From inconsistent manual tracking to near-universal compliance across all departments and license types.
Audit Performance	100% successful audits – zero findings	All documentation centralised, organised, and retrievable on demand. Auditors found nothing to flag.
Financial ROI	\$4,950 in direct value saved per supervisor	The combination of admin time reclaimed and compliance risk eliminated created a clear, measurable return.



<b>Admin Time Reclaimed</b>	<b>110 hours per supervisor redirected to higher-value work</b>	Time previously consumed by CE tracking, chasing completions, and preparing audit documentation now freed entirely.
<b>Equity Across the Org</b>	<b>Standardised CE management across the full workforce</b>	Clinicians who previously managed CE alone now had the same support and visibility as those with dedicated staff.

**ROI BREAKDOWN**

**\$4,950 in Direct Value Saved Per Supervisor**

The financial return was calculated based on admin time reclaimed and compliance risk eliminated. These are conservative estimates – the actual value is likely higher once downstream benefits such as reduced audit stress, improved clinician satisfaction, and lower staff turnover are factored in.

Category	Hours Saved	Value
CE admin time eliminated per supervisor (manual tracking, chasing, reporting)	110 hours	\$4,400
Compliance risk reduction (audit preparation, documentation gaps)	Estimated 10+ hours	\$550+
<b>Total direct value per supervisor annually</b>		<b>\$4,950+</b>

**WHY IT WORKED**

**The Platform Difference**

The results reflect a platform designed around the realities of complex, multi-license healthcare organisations – not a generic learning management system retrofitted for clinical use.

<b>Set and Forget</b>	Once configured, CE App runs the compliance process automatically. Supervisors and clinicians do not manage it – the platform does.
<b>No Workflow Disruption</b>	Clinicians continued using the CE providers they already knew. CE App aggregated their completions automatically into one compliance view.
<b>Equitable by Design</b>	The platform removed the inequity of uneven admin support. Every clinician – whether in a well-resourced department or not – had the same compliance infrastructure.
<b>Audit Ready at Any Moment</b>	Rather than preparing for audits reactively, the network was permanently audit-ready. Documentation was always current, always retrievable, always complete.



### Scales with the Organisation

As the network grows, CE App scales with it. New clinicians, new states, new license types add to the platform without adding to the admin overhead.

### The Bottom Line

This hospital network turned a fragmented, inequitable, and administratively expensive CE process into a centralised, automated, and audit-ready compliance programme. With 98% confirmed CME compliance, 100% successful audits, and \$4,950 in direct value saved per supervisor, CE App delivered results that went well beyond compliance – freeing clinical staff to focus on what they are actually there to do.

*For a network of this scale and complexity, CE App is not just a tracking tool. It is compliance infrastructure built for growth.*