

D.W.I.G.H.T.®

in Action **CASE STUDY**



Automating Expiring Credentials

PRN Strengthened Compliance Without Increasing Risk

Here's how D.W.I.G.H.T. helped PRN Healthcare automate expiring clinician credentials to reduce FTE by one.

PRN Healthcare's credential management process relied heavily on manual, time-consuming and repetitive input. Once clinicians completed onboarding, PRN still needed to maintain credentials such as licences and certifications, but the workflow required staff to run reports, email clinicians, and chase documentation manually.

This limited the team's capacity and took time away from the more valuable, relationship-led work, supporting a personalised clinician experience.



PRN wanted D.W.I.G.H.T.® to:

Reduce manual effort required to keep records up to date

Automate repetitive tasks

Free up the team to focus more on relationship building

Make the onboarding process easier



Reduces the team's FTE cost



Eliminates non compliance



Delivers a fully automated process than **runs 24/7**

Here's what D.W.I.G.H.T. does



D.W.I.G.H.T.'s solution:

D.W.I.G.H.T. continuously monitors expiring licences and certifications, **removing the need for staff to manually track** compliance deadlines.

D.W.I.G.H.T. **runs reports and sends reminder emails** automatically, **working 24/7** to keep clinicians informed without manual follow-ups.

By automating repetitive steps, D.W.I.G.H.T. helps PRN **clear expired items more quickly** and consistently.

With manual admin reduced, PRN's team can focus on relationship building and maintaining a **personalised clinician experience**.



DWIGHT is now running the reports, sending emails to clinicians with reminders... it's definitely increased the efficiency of the team. We've been able to bring down the FTE of that team by one... and the numbers have come down pretty significantly with DWIGHT, because we're able to clear those expired items out quicker.

Shaena Van Handel
Chief Nursing Officer | PRN Healthcare

Ready for your own
D.W.I.G.H.T.®?

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