How Strategic Credentialing Support Solves Healthcare Staffing Challenges



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Valley View is an independent, nonprofit health system that has served Glenwood Springs and the surrounding Colorado region since 1955. For more than 70 years, Valley View has delivered high-quality, patient-centered care through a team of dedicated and highly specialized providers. The organization remains committed to maintaining operational excellence while continuing to meet the evolving healthcare needs of its community.

To better understand a recent operational challenge and the path forward, we spoke with Sarah Moore, CHFP, COC, Director of Revenue Cycle.

Download the case study

THE CHALLENGE

Dean Dorton has maintained a longstanding advisory relationship with Valley View, supporting various operational and financial initiatives over the years. Recently, Valley View faced a new and urgent challenge: prolonged staffing vacancies within key revenue cycle functions.

At the same time, the organization was onboarding newly employed physicians — increased pressure on internal resources responsible for Medicare enrollment and credentialing.

Delays in provider enrollment could lead to claims disruptions, reimbursement delays, and unnecessary strain on cash flow.

Valley View needed immediate, specialized credentialing support to ensure business continuity and protect revenue integrity.

THE DEAN DORTON SOLUTION

Dean Dorton partnered closely with Valley View's leadership to assess the situation and co-develop a targeted solution focused on timely and accurate Medicare enrollment for

new providers.

Our team quickly mobilized to:

- Integrate with Valley View's internal teams and leadership
- Stabilize credentialing workflows during staffing gaps
- Provide on-demand Medicare enrollment expertise
- Ensure compliance and accuracy throughout the enrollment process
- Minimize risk of reimbursement delays or claim denials

By embedding experienced credentialing professionals into the process, Dean Dorton helped maintain operational continuity and safeguard Valley View's revenue cycle during a critical transition period.

THE IMPACT

Through collaborative planning and rapid deployment of credentialing expertise, Valley View was able to:

- Avoid enrollment-related delays for newly employed providers
- Protect revenue and cash flow during staffing vacancies
- Maintain compliance and accuracy in Medicare enrollment
- Provide operational stability during a period of transition

By partnering strategically rather than reactively, Valley View ensured its providers could begin serving patients without administrative disruption.

> Dean Dorton's team helped us navigate internal staffing by providing on-demand credentialing support when we needed it most. Their team immediately engaged with our internal resources and leadership to identify solutions and provide stability during a challenging time.
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> Sarah Moore, CHFP, COC
> Director of Revenue Cycle

Learn More About Our Credentialing Services