HEALTHCARE STAFFING AGENCY SCALES SERVICE DELIVERY CAPABILITY WITH QX'S MULTI-FUNCTION SHARED-SERVICES SUPPORT

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QX
RECRUITMENT
SERVICES

Client:

One of the UK's largest healthcare staffing and managed services provider.

Challenges:	QX Solution:
› Capacity bottleneck limiting fulfilment of shift requests with expedited lead time	✔ Placement Support
› Limited file retention capability to fulfil candidate compliance	✔ Compliance Check & Maintenance
› Increase in first line queries with onshore team unable to focus on app development process	✔ Level 1 User Support
› Large internal database with high number of inactive candidates	✔ Database Reactivation

Key Activities Covered:

› Offshore team took reins of the shift requests with expedited lead time

› Focused, high-touch approach coordinating with all the available nurses segmented by geographies

› High-touch approach supporting the nurses to keep their documentation updated

› Continuous follow-up communication with the nurses

› Set up an experience team, trained by the onshore team, delivering level 1 support

› Search and reactivate candidates in the database based on last contacted by the client onshore team, skills, availability, speciality, location

Benefits:

› 900 shift bookings in a quarter contributing to elevated bottom-line

› Successful fulfilment of shift requests with expedited lead time

› Removal of capacity bottleneck improving service delivery capability

› 5200 files cleared in a year building a highly compliant talent pool

› File retention process streamlined improving recruitment turnaround time

› Talent database growth leading to elevated Gross Margin

› Able to provide quick resolutions to the end client and reduction in turnaround time

› Successful placement of 70 non-active/non-contactable candidates with reactivation support