

## Helped a healthcare recruitment agency reduce the number of non-compliant candidates from 350 to 2 in less than 2 years

### About the client:

The client is a globally recognised recruitment agency specialised in the recruitment of healthcare professionals including doctors, nurses, GPs, Specialists, midwives, nurse practitioners and allied health professionals.

### Challenge/ Problem:

The client had been working on rebuilding the candidate database in their Applicant Tracking System (ATS) since March 2014. While the database was revitalised and organised with an increased number of active candidates over the next few months, the number of non-compliant candidates was still too high at 500.

The pre-employment compliance check is a slow and time-consuming process requiring recruiters to chase the candidates to get their documentation in order. The time and effort required to accomplish Disclosure and Barring Service (DBS) check and employment reference checks was most challenging for the in-house client recruitment team. As they had to prioritise placing and managing shift bookings of active compliant candidates, they were unable to dedicate adequate time towards chasing the non-compliant active candidates, limiting their access to the pool of active candidates in the ATS.

This concern was a problem for the client, as it significantly impacted their staffing capability. In August 2014, they partnered up with QX RPO UK Services.

### Through this partnership, the client aimed to:

- Reduce non-compliant candidates
- Continually probe compliance status of active candidates



# CASE STUDY

## Approach:

- QX commenced working with the client on the compliance process with 4 FTEs. The team was tasked to reach out to non-compliant doctors and nurses and ensure that their documentation is up to date and processed to achieve employment compliance.
- Taking the scale of the task into account, the client increased the team size to 8 FTEs by December 2014.
- The team operated as follows:
  - > 2 FTEs - Compliance management of doctors
  - > 5 FTEs - Compliance management of nurses
  - > 1 FTE - Job upload activity in the ATS
- With an aim to optimise and speed up the compliance management process, a new factory model was implemented in which each FTEs were tasked to manage individual compliance documentation for all candidates instead of engaging with one candidate for complete compliance documentation.
- The team adopted Six Sigma methodology, a data-driven approach, to minimise errors and bring about significant process improvement.
- Currently, 9 FTEs are part of the QX offshore compliance team, operating as follows:
  - > 2 FTEs - CV Request & Reference check
  - > 1 FTE - Passport & Visa check
  - > 1 FTE - DBS and Freedom-to-Work check (FTW)
  - > 4 FTEs - Mandatory Training
  - > 1 FTE - Compliance assessment of newly registered candidates

## Result:

- The total number of non-compliant candidates has reduced from 350 in July 2016 to 2 in December 2019.
- The team continually probes the compliance status of active candidates in the ATS; a bank of 1,867 candidates assessed in Dec 2019.