



CASE STUDY

95% Compliance & 20% Faster Staffing: UK Healthcare Recruitment Agency's Success with 69,542 Shifts



About the Client

A leading healthcare recruitment agency in the UK.



Business Challenges

Compliance Challenges

- ▶ **Team Reduction:** The client reduced its compliance team from 10 to 4 members during COVID-19, straining their ability to maintain high standards.
- ▶ **Audit Risks:** A smaller team increased the risk of failing audits and facing regulatory penalties.
- ▶ **Complex Requirements:** Managing DBS applications, reference checks, and mandatory training became difficult with limited resources.

Out-of-Hours (OOH) Team Challenges

- ▶ **Shift Fulfilment Pressure:** The OOH team struggled with last-minute shift requests, causing delays and unfilled shifts, impacting satisfaction and revenue.
- ▶ **Cancellation Management:** Real-time management of cancellations and DNA cases posed significant challenges to service quality.
- ▶ **Issue Resolution:** Addressing issues outside regular hours added complexity to OOH operations.

Day Team Challenges

- ▶ **Capacity Bottlenecks:** Bottlenecks slowed service delivery and hampered shift booking efficiency.
- ▶ **Recruitment Turnaround:** Lengthy recruitment processes hindered the ability to meet urgent staffing needs, resulting in delays in critical healthcare services.
- ▶ **Talent Database Management:** Attracting and securing qualified candidates in a competitive healthcare market posed significant challenges, impacting service quality and patient care.

A Closer Look at the Client's Use of Compliance OOH Services & Day Team Activities

Compliance Activities

- ▶ **Reference Chasing:** Verifying employment history with previous employers.
- ▶ **Fitness to Work Applications:** Processing documentation for health and fitness standards.
- ▶ **DBS Application:** Managing Disclosure and Barring Service checks.
- ▶ **Training Bookings:** Organising mandatory and specialist training sessions.
- ▶ **NMC PIN Check:** Verifying Nursing and Midwifery Council registration and active PINs.

Out-of-Hours (OOH) Team Activities

- ▶ **Pre-Screening:** Initial candidate screening before shift scheduling.
- ▶ **Shift Booking:** Scheduling and confirming shifts for optimal resource allocation.
- ▶ **Cancellations Management:** Handling last-minute cancellations efficiently.
- ▶ **Handling DNAs:** Managing no-shows to minimize service disruptions.
- ▶ **Referrals:** Processing nurse referrals to onboard new candidates.



Day Team Activities

- ▶ **180 Degree Booking:** Managing comprehensive shift bookings.
- ▶ **Pre-Screening:** Thorough candidate screening before shifts.
- ▶ **Shift Booking & Cancellations:** Efficient scheduling and cancellation management.
- ▶ **Handling Did Not Attend (DNAs):** Providing quick solutions for no-shows.
- ▶ **Referrals:** Facilitating nurse referrals to expand the candidate pool. crucial to maintain a steady supply of qualified candidates.

How QX Helped

Compliance Support

- ▶ **External Audit Success:** QX prepared the client for audits, ensuring files were audit-ready and securing a "Platinum Pass."
- ▶ **Streamlined Reporting:** Managed Master Vendor reporting, enhancing operational efficiency and increasing client revenue.
- ▶ **High Compliance Rates:** Maintained compliance ratio above 95%, reducing non-compliance risk and penalties.
- ▶ **Cross-Training Initiatives:** Developed a flexible compliance support system through team cross-training.

Out-of-Hours (OOH) Team Support

- ▶ **Expedited Shift Fulfilment:** Reduced turnaround time for shift requests and exceeded gross margin targets.
- ▶ **Real-Time Issue Management:** Proactively handled cancellations and DNAs, minimising disruptions.
- ▶ **Collaborative Approach:** Fostered effective communication and support with the client and nursing staff.

Day Team Support

- ▶ **Capacity Expansion:** Improved service delivery by removing bottlenecks and optimising workflows.
- ▶ **Enhanced Recruitment Turnaround:** Streamlined file retention and talent database management, speeding up recruitment and increasing gross margin.
- ▶ **High-Touch Candidate Management:** Implemented regular follow-ups and updated documentation to enhance candidate experience.
- ▶ **Database Reactivation:** Reactivated a pool of qualified candidates based on skills and availability, ensuring access to a ready pool of qualified candidates.



Results That Matter: Compliance, Efficiency, & Satisfaction

Compliance

- ▶ Achieved a 95% compliance ratio
- ▶ Secured a Platinum Pass in audits

Out-of-Hours (OOH)

- ▶ Successfully booked 69,542 shifts
- ▶ Achieved an 85.3% achievement rate

Day Team

- ▶ **30%** reduction in turnaround time
- ▶ **15%** Increase in gross margin
- ▶ **100%** Client satisfaction ratings