CASE STUDY

How QX Scaled a Healthcare Compliance Team from 4 to 22 FTEs and Delivered 165% Productivity

About the Client

A leading healthcare staffing organisation focused on connecting qualified healthcare professionals with healthcare providers across multiple markets.



Client's Goals

The client needed a scalable compliance support model to manage growing volumes while improving onboarding, maintaining compliance standards, and reducing credential expiry risk.

Business Impact

Over a 12-month period, the offshore team consistently **exceeded productivity targets** while helping the client scale compliance operations and reduce compliance risk.

How QX Helped?



- QX built a **dedicated offshore compliance team** supporting onboarding, document verification, compliance maintenance, expiry tracking, DBS processing, file reviews, and reporting.
- What began with 4 FTEs supporting Nursing Compliance grew to **22 FTEs across Nursing and AHP Compliance,** becoming a trusted extension of the client's compliance function.

165% Productivity Achievement

10,224 document updates
delivered across Nursing and AHP

165% overall productivity
against planned targets

167% productivity
in AHP Compliance

160% productivity
in Nursing Compliance

Reduced Compliance Risk

> Nursing expired documents reduced from **451 to 55** (82% reduction)

> AHP expired documents reduced from **23 to 1**

Operational Impact

> Managed **2,560+** complianc activities

> Increased **compliance processing** capacity

> Improved **candidate readiness** and file completeness

> Reduced workload on **internal compliance teams**



Metric	Result
Team Growth	**4 → 22 FTEs**
Overall Productivity	**165%**
Document Updates Delivered	**10,224**
Compliance Activities Managed	**2,560+**
Nursing Expiry Reduction	**451 → 55**
AHP Expiries	**23 → 1**
Workstreams Supported	**Nursing & AHP**

By scaling from 4 to 22 FTEs, QX helped the client build a high-performing offshore compliance function that increased productivity, reduced compliance risk, and supported sustainable business growth.

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