

Case Study: Credentialing & Compliance



Geography
USA



Sector:
Healthcare & Medical
Sector



Client:
A leading workforce
management company

Challenges:

- Find an offshore recruitment partner for existing and new VMS accounts.
- Meet submission targets and enhance overall quality.
- Establish a team adhering to client SOPs.
- Address concerns in quality, scalability, consistency, expertise, and robust processes.

Our solutions:

- Strategic recruitment of suitable resources based on client needs and candidate aspirations.
- Comprehensive healthcare recruitment services including pre-assessment, background checks, post-recruitment, VMS submissions, audits, and verification.
- Large talent pool enabling rapid scalability.
- 24/7 operational support across different time zones.
- Improved quality reducing complaints.

Results:

- Reduced overall time and cost-per-hire.
- Joint Commission audits completed for 1350+ nurse profiles.
- VMS submissions:
 - Increased from 1k+ to 10k+ monthly submissions in 2 months.
 - Improved turnaround time (TAT):
 - January: 30 hours
 - February: 25 hours
 - March: 12 hours
 - Currently: 1 hour
- 100% quality for nurse assessments in first 2 months.
- Trusted with 3 additional processes:
 - Background checks
 - Employment verification
 - First-day information

Key metrics



139,194 Files Created (2023-2024)



74,333 Files Claimed Under Qualification



40,542 Files Submitted Post Qualification



57% Submission Rate



73% Submissions Completed Within 1 Hou



4,377 Monthly Starts

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