CASE STUDY: National Healthcare System Finds a Background Screening Partner in GHRR

Industry: Healthcare

Organization: National healthcare provider

Challenge: Streamline candidate screening and background check process

Complexity: 72 facilities, 60,000 employees, 15 states, screen 30,000 candidates annually

Solution: GHRR was able to deliver a fully integrated solution unifying talent acquisition, background checks, and direct integration with the labs meeting the healthcare system’s occupational health needs. The collaboration was an exciting success, as GHRR’s screening platform created custom workflows that significantly improved the organization’s talent acquisition process.

Project Overview

Navigating state background screening laws and regulations is no easy task, especially when you’re a national healthcare provider operating hospitals in 15 different states.

One Florida-based hospital network asked Global HR Research (GHRR) to help streamline their process for candidate screening and background checks. The collaboration was an exciting success, as GHRR’s screening platform created custom workflows that significantly improved the organization’s talent acquisition process.

Multi-State Screening Challenges

GHRR developed a process for screening corporate employees, then rolled the service out to all of the system’s 72 facilities, employing 60,000 people across 15 states. The service enabled staff to manage the talent acquisition process directly from its Applicant Tracking System (ATS) with fully integrated background screening and drug testing solutions through GHRR. GHRR was able to deliver a fully integrated solution unifying talent acquisition, background checks, and direct integration with the labs meeting the healthcare system’s occupational health needs.
The healthcare system partnered with GHRR because of their focus on both compliance and process improvement. While attempts by large healthcare systems to utilize new software at scale can be fraught with stress and confusion, GHRR excelled at handling our transition smoothly,” said Jill Gaffoli, the organization’s assistant HR director. “GHRR is really great at strategizing and becoming an extension of your company,” Gaffoli explained. “They’re not successful unless we are, so they really integrated well with us to problem-solve and come up with solutions helping us hire and screen over 30,000 employees annually.”

One of those challenges was that each state had different regulations concerning minimum requirements for background screening. In response, GHRR worked with the healthcare providers legal counsel to jointly create screening packages to ensure compliance with state regulations and consistency across the regional network simultaneously. GHRR’s commitment to problem solving allowed them to create a seamless solution for this complex network.

Local Challenges
This healthcare system also needed to streamline the background screening process across its sprawling operation in Florida, which includes several dozen hospitals in the state.

State regulations require that certain hospital staff undergo Level 2 fingerprint background checks. The system didn’t have any existing process in place, so GHRR created a strategy for compliance. This strategy included an integrated tracking system, mechanisms for alerts when checks expire and a scheduling module for employee fingerprint appointments. The whole process was convenient and easy to follow for the hospital’s new employees.

“GHRR was quick to assess our challenges, come up with simple, elegant solutions and implement those solutions seamlessly,” said Jill Gaffoli. “I was consistently impressed with all my interactions with the GHRR team. From beginning to end GHRR owned the project like it was their own project for their organization.”

Also key to solving these challenges was the superior customer service that GHRR is well known for. The healthcare system knew that they could pick up the phone at any time and GHRR would provide them with undivided attention and adaptive solutions.

The Results
With effective, compliant systems and processes in place, this network still partners with GHRR for screening and special assignments.

“They’re different than all the others,” Jill Gaffoli summed up. “You just really got the sense that they were part of your organization and wanted to learn your business.”

Both organizations have grown and benefited from the partnership.

To find out how Global HR Research can help you improve your screening program, contact us today at 800-790-1205, sales@ghrr.com or request a demo.