

Managing the Five Pain Points of Healthcare Employee Background Screening and Monitoring



Finding, screening, hiring, and retaining top talent is not an easy task in most industries.

Add the relevant education, employment, and credential checks, ever-changing compliance regulations and tight budget of many healthcare organizations and it can feel downright impossible. Sterling's dedicated healthcare screening team understands the difficulties talent acquisition and HR professionals face when it comes to screening and compliance. We apply our in-depth knowledge of the healthcare industry to help smooth the bumps in the road and help to keep your organization safe and compliant.

While you will no doubt encounter obstacles specific to your organization's processes, there are some common screening challenges faced by healthcare organizations during the employee lifecycle. Sterling solutions can assist in providing a smarter and faster way to manage these challenges and help limit your regulatory exposure and reputational risk.

PAIN POINT 1

The inability to execute primary source verification due diligence.

Primary source verifications of past employment, education, and professional license are an essential part of the screening process for healthcare organizations, as they are necessary to meet compliance regulations, accreditation standards, and internal policies. These verifications cannot only be difficult to acquire, but can also draw out the process, putting you at risk of losing qualified candidates.

Depending on compliance regulations and internal policies, healthcare organizations may also need to verify a candidate's employment history. Like education verifications, these too might be difficult to obtain. For example, when a former employer cannot be verified through an automated network such as The Work Number®, and numerous attempts at contacting the former employer might need to be made, a delay in onboarding will result.

In both cases, due to these difficulties, many screening vendors may be unable to complete verifications in a timely manner, or at all, leaving the request "unfulfilled," charging you for the attempt and placing the additional burden on your team to complete the verification.

Sterling brings the power of an international background check business to leverage over eight hundred thousand employer relationships, reducing our turnaround time and increasing the success rate for completing primary source verifications to nearly 90%. Not content until all avenues have been explored, we go beyond the usual protocol to complete due diligence by using technology and proprietary data collected over many years of doing business. In addition, Sterling utilizes both intelligent data collection and a mobile-enabled solution to reach candidates, increasing the likelihood they will respond and reducing the overall turnaround time. Because our verification professionals work exclusively with healthcare organizations, we know how vital primary source verifications are for our clients and work to make sure your employee work histories, relevant education and professional license credentials are verified.

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Utilizing archaic methods for acquiring background information.

Verifications are not the only causes for delay in screening. Criminal background checks, as well as drug and health screenings, can be time-consuming and cause long turnaround times that frustrate candidates and employers alike. Additionally, criminal background checks that are not thorough and produce incomplete results can cause compliance problems and patient risks that are particularly sensitive and potentially expensive for healthcare organizations. Many background screening companies cite manual searches for criminal records as the reason for delay. The same is true for drug testing, where manual process can significantly slow down the pre-hire screening process and frustrate your candidates.

At Sterling, we utilize technology and automation to determine where to best search for criminal records, whether at the state or county level, as well as what type of records to flag for review. Sterling leverages our Court Direct technology, a proprietary network that yields fast and direct access to most of the U.S. county and state records. Criminal records are assessed to ensure there is a personal identifiable information match and ensure that there is enough data to make an informed hiring decision. The combination of both improves accuracy and decreases turn-around times.

Just as Sterling has seamless access to many court systems across the nation, our drug and health screening is integrated with testing companies such as LabCorp, Quest, Concentra, and eScreen to provide transparency for the employer and candidate throughout the screening process. Managing expiration dates and chain of custody forms, the fully electronic process reduces turn-around time and enhances candidate experience, making the drug and health screening a seamless part of the background check process.



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Lacking the resources to stay on top of an evolving regulatory landscape.


Keeping up with changing federal, state, and local compliance regulations is a time-consuming task for healthcare organizations, particularly if your company is growing, expanding into other states and localities, or merging with other existing entities.

When an organization is operating across multiple states, maintaining compliance

can be especially complex to manage. Not following the latest regulatory updates can result in missed screening elements leading to loss of licenses or provider enrollment, sanctions, and administrative fines or overpayments. Additionally, not complying with applicable law can become a public relations nightmare for healthcare entities if their community and patients lose faith in their ability to perform their functions properly.

Sterling's dedicated healthcare team serves as a guide for navigating new or pending regulatory changes. Because of our specialized industry knowledge, we not only monitor healthcare law, we understand how it applies to your organization, will alert you with updates, and help you implement process changes to keep you between the lines. We have partnerships with leading employment law firms to assist in maintaining up-to-date, sample Disclosure and Authorization forms, sample Adverse Action letters, and we provide administrative automated electronic processing for these types of forms. If your company operates across multiple states and localities, having cross-state knowledge is invaluable.

Sterling can also help you manage employees obtained as a result of mergers and acquisitions, providing a roadmap to ensure necessary screening is not overlooked. From proactive monitoring to state-by-state integration, Sterling goes the extra mile to help ensure that your processes are compliant.



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The high cost of an inefficient hiring process.

Hiring a safe workforce and staying compliant can be a costly endeavor. With many healthcare organizations looking to lower expenses, you may be struggling with how to operate with reduced resources and worrying about putting you and your company at risk. Contracting multiple vendors for various departments, such as HR and credentialing, or using internal resources to support manual processes to maintain HR and compliance paperwork, can be a cause of increased spending. Consolidating onboarding processes and credentialing monitoring into one program, Sterling's pre-hire and continuous monitoring solutions help to reduce redundancy and provide cost efficiency.

With the highest number of integrations in the industry, Sterling is one of the premier partners to the top ATS solutions. Our ATS and provider management software integrations reduce the time to initiate background checks, streamline credentialing verifications, and track data metrics for pass rates so you can make better decisions around candidates and hiring agencies. Utilizing these automated integrations will assist in eliminating redundant processes, reduce time to onboard and positively impact your bottom line.

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The difficulty of consistently engaging candidates.

Traditionally, gathering needed information from your candidates to begin the screening process required the use of paper forms or online tools that could only be accessed via computer. Moreover, if a candidate was away from home for the day, traveling or on vacation, they might not have immediate access to send the needed information. Sterling's Candidate Hub provides a modern streamlined process through a native mobile experience.

Candidates use the technology they are most engaged with - their mobile phones - to respond to requests and start the background screening process faster. Pre-filled information and an intuitive interface allow candidates to provide the required information easily. SMS or email notifications and reminders ensure prompt responses from candidates, even when they are on-the-go. With the Candidate Hub, your candidates are ensured a smooth and engaging hiring experience from the initial recruiting process all the way through onboarding.

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With Sterling, you can set the highest expectations for your background screening and monitoring procedures with a fully dedicated healthcare team, including sales, client services, implementation, marketing, product, technology and fulfillment operations. We leverage our state-of-the-art technology and deep market expertise to help ensure you are hiring and retaining the quality healthcare professionals your organization needs to deliver superior care.