

5 Most Common Healthcare Screening and Monitoring Challenges

Take a look at the five most common healthcare screening and monitoring challenges and learn how a background screening partner can help manage them.

CHALLENGE # 1

Overwhelming Complexity for Both Employer and Candidate

Background screening is one of the most critical components of the hiring process, but can be both complicated and time-consuming for both the employer and candidate.

40%

of employers have lost a candidate because of a poor background check experience¹



COMMON EXPERIENCES

Employer

Healthcare organizations must follow specific requirements that are more intricate than standard, conventional background screening, including:

- ✓ Gathering information on primary source verifications
- ✓ Navigating Fair Credit Reporting Act (FCRA) requirements
- ✓ Meeting regulations on all governmental levels
- ✓ Fulfilling requirements of accredited bodies

Candidate

Candidates are needing to submit their required information to conduct their background screening, yet delays and confusion in the process can contribute to:

- ✓ A stressful and poor candidate experience
- ✓ Potential for dropping out of the hiring process
- ✓ A negative view of the organization's brand

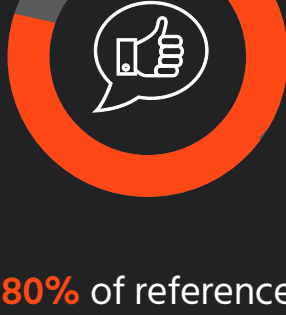
Sterling's background screening services can improve speed and quality by reducing complexity



90% of criminal background checks completed in **one** day



90% of education verifications completed in **two** days



80% of reference checks close in **three** days



75% of employment verifications close in **one** day

CHALLENGE # 2

Stress of Change Management

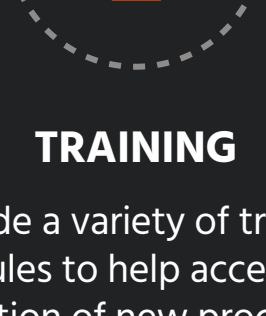
Even when healthcare organizations are ready to partner with a background screening provider, the concerns around implementing new processes and technologies are seen as disruptive.

50%

of organizational change initiatives are considered a "clear failure"²

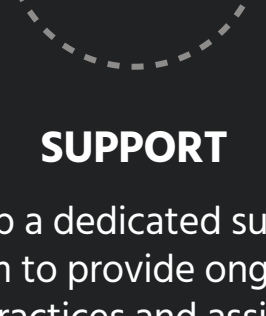


Sterling delivers a consultative implementation approach to make the transition seamless



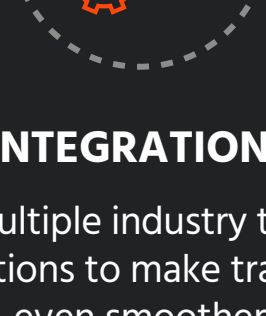
TRAINING

Provide a variety of training modules to help accelerate adoption of new processes



SUPPORT

Set up a dedicated support team to provide ongoing best practices and assistance



INTEGRATIONS

Offer multiple industry technical integrations to make transitions even smoother

CHALLENGE # 3

Staying Informed in an Evolving Regulatory Landscape

Maintaining compliance on the federal, state, and local level is often time-consuming and impractical for an in-house HR department to monitor on a granular level.

\$34B

amount that companies paid in damages within the last decade³



Not staying up-to-date on the latest regulatory requirements can result in:

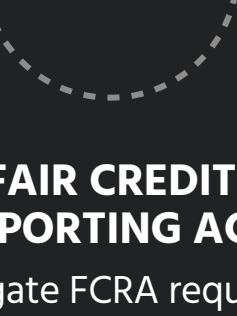
- ✓ Missed background screening elements that could have reduced risk
- ✓ Loss of licenses or provider enrollment, sanctions, and administrative fines
- ✓ Becoming a public relations liability for healthcare entities

Partnering with Sterling provides you with deep market expertise on compliance*



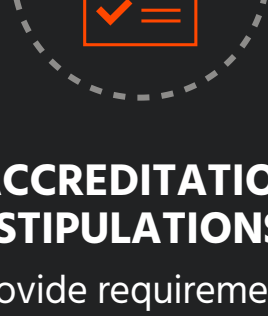
HEALTHCARE REQUIREMENTS

Share compliance best practices around hiring and credentialing



FAIR CREDIT REPORTING ACT

Help navigate FCRA requirements and governmental regulations



ACCREDITATION STIPULATIONS

Provide requirements of accredited bodies

*Please refer to legal disclaimer at bottom of document.

CHALLENGE # 4

High Cost of Inefficient Hiring Processes

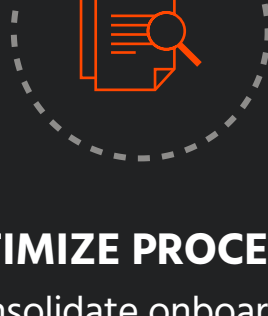
Moving too quickly to screen and onboard healthcare workers can result in failure to conduct a thorough background check, which can be financially costly.

30%

of an individual's first-year expected earnings is the average cost of a bad hiring decision⁴



Streamlining the hiring process with Sterling can



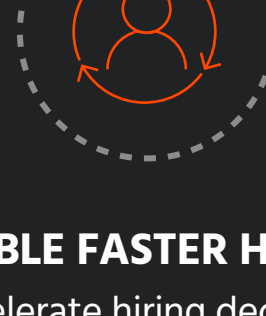
OPTIMIZE PROCESSES

Consolidate onboarding processes and credentialing monitoring to reduce redundancy



SAVE TIME AND MONEY

Reduce operational costs, help improve order accuracy, and save time



ENABLE FASTER HIRING

Accelerate hiring decisions and minimize paperwork and administrative tasks

CHALLENGE # 5

Staying Engaged with Your Candidates

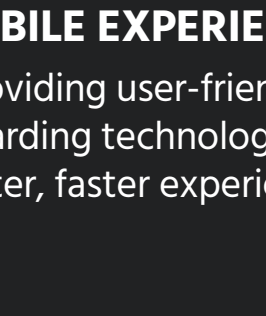
Hiring top talent remains a priority for healthcare organizations, but the length and complexity of the hiring process can be the differentiating factor for candidates moving forward with one organization or another.

3.2M

estimated shortage of healthcare workers by 2026⁵

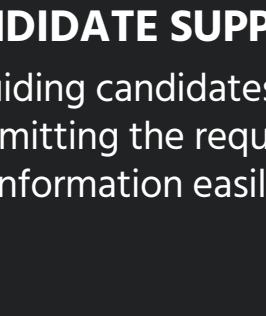


Sterling delivers a smooth and positive candidate experience with:



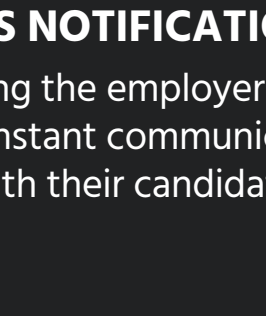
MOBILE EXPERIENCE

Providing user-friendly onboarding technology for a better, faster experience



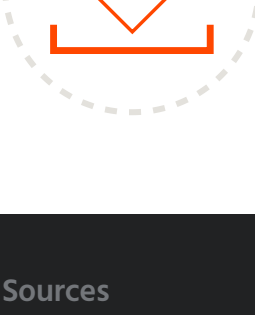
CANDIDATE SUPPORT

Guiding candidates in submitting the required information easily



SMS NOTIFICATIONS

Enabling the employer to stay in constant communication with their candidates



DOWNLOAD THE COMPLETE WHITEPAPER

Overcoming the Five Most Common Healthcare Screening and Monitoring Challenges to learn how a streamlined, healthcare-specific hiring process can help overcome and manage these everyday obstacles.

Sources

¹ <https://press.careerbuilder.com/2017-08-08-Nearly-2-in-5-Employers-Have-Lost-a-Job-Candidate-Because-of-a-Poor-Experience-with-Their-Background-Check-Process-Finds-New-CareerBuilder-Study>

² <https://online.hbs.edu/blog/post/managing-change-in-the-workplace>

³ <https://lexmachina.com/media/press/lex-machinas-consumer-protection-litigation-report-reveals-companies-paid-more-than-34-billion-in-damages-over-the-last-decade/>

⁴ <https://www.forbes.com/sites/falonfatemi/2016/09/28/the-true-cost-of-a-bad-hire-its-more-than-you-think/?sh=56e76c334aa4>

⁵ <https://www.beckershospitalreview.com/workforce/7-stats-that-show-healthcare-workforce-staffing-challenges.html>

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