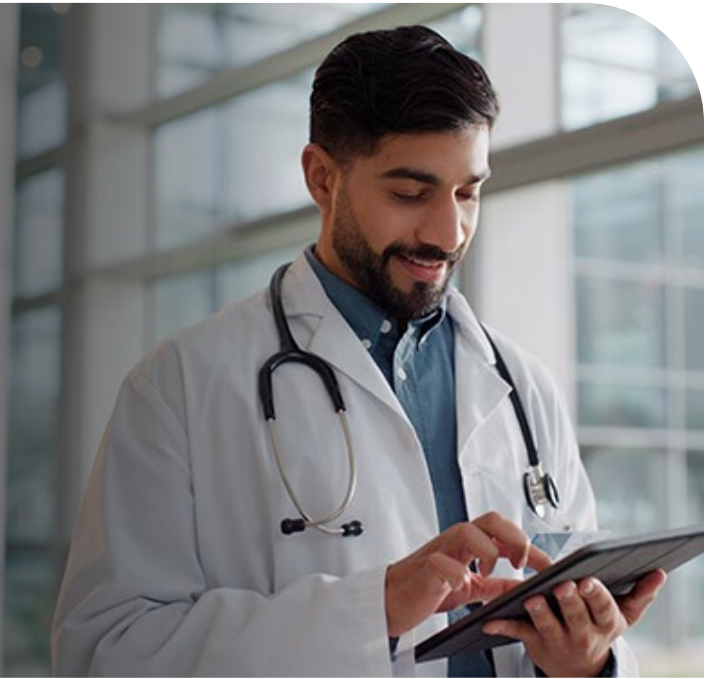


CASE STUDY

How Emory Healthcare Strengthened Workforce Integrity with Integrated Identity Verification



Customer Profile

- Industry: Healthcare (acute & post-acute)
- Employees: 30,100+ across the state of Georgia
- Footprint:
 - 11 hospitals
 - 625+ care locations
 - 75+ urgent Care locations
- Recognition:
 - 8 Magnet designations

Challenge

Following an internal compliance audit, Emory Healthcare identified a significant opportunity to strengthen workforce integrity before Day 1.

Despite a strong compliance culture, key vulnerabilities existed in the hiring process:

- **Identity verification occurred too late**
Limited to in-person health screenings and reliant on I-9 documentation, creating exposure early in the hiring lifecycle.
- **Fragmented background screening packages**
Standard packages lacked alignment with role-specific requirements such as licensure, education, and employment history.
- **High rate of unverified records**
Critical components are frequently returned incomplete, with no standardized follow-up process in place.
- **Inconsistent compliance enforcement**
No unified framework ensured every candidate met the same verification standards.

Business risk: This model created blind spots in identity validation, increased administrative burden, and introduced compliance risk in a highly regulated healthcare environment.

SOLUTION

First Advantage partnered with Emory Healthcare to redesign its screening strategy, shifting from reactive checks to proactive, standardized verification.

Key enhancements included:

- **25+ role-based screening packages**
Tailored to job-specific compliance requirements across clinical and non-clinical roles.
- **Integrated identity verification (ID.me) at the consent stage**
Candidates were required to verify their identity before screening began, ensuring verified data flowed through the entire process.
- **Standardized verification workflows**
Clear processes to resolve discrepancies in employment, education, and licensure.
- **Centralized compliance framework**
Consistent screening criteria applied across all facilities and roles

From Risk to Results

Identity verification is embedded at the start of every hire

3.5x decrease in
turnaround times

40% reduction in manual
review efforts

Streamlined workflows across 11 hospitals

RESULTS

The transformation delivered measurable improvements across speed, accuracy, and risk mitigation:

Improved data accuracy and compliance

- 40% reduction in review rate on critical components (with employment history most frequently flagged and resolved).
- Standardized follow-up processes reduced the number of unresolved discrepancies.
- More complete and defensible candidate records across the workforce.

Accelerated time-to-hire

- Delivered 3.5x faster turnaround, cutting timelines from 2.5 weeks to under five days.
- No increase in screening delays despite added verification steps.
- Identity verification completed quickly, minimizing candidate friction.

Operational efficiency gains

- Reduced manual rework and downstream corrections.
- Streamlined onboarding workflows across 11 hospitals.
- Scalable framework supporting ongoing workforce growth.

Stronger identity assurance

- The majority of candidates are now verified upfront, significantly reducing the risk of identity misrepresentation.
- Hiring teams gained high confidence in candidate authenticity.

Why Identity Verification Made the Difference

1. Proactive fraud prevention

By verifying identity at the start of the process, Emory Healthcare reduced exposure to:

- Identity misrepresentation
- Credential fraud
- Mismatched candidate records

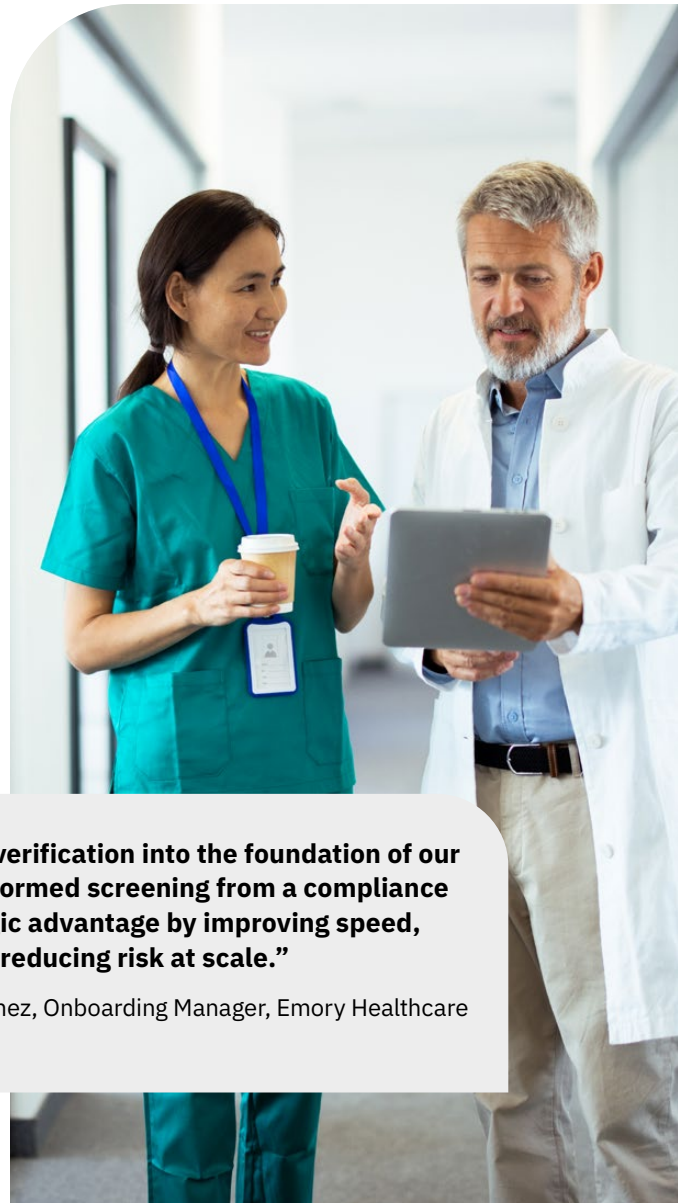
2. Greater trust in hiring decisions

Early identity validation improved confidence across stakeholders, from HR to compliance to hiring managers.

3. Future-ready compliance strategy

Investing in integrated verification positioned Emory Healthcare to stay ahead of:

- Increasing regulatory scrutiny
- Rising identity fraud risks
- Growing complexity in workforce credentialing



“By embedding identity verification into the foundation of our hiring process, we transformed screening from a compliance checkpoint into a strategic advantage by improving speed, strengthening trust, and reducing risk at scale.”

— Beatriz Gomez, Onboarding Manager, Emory Healthcare

Why First Advantage?

First Advantage helps organizations integrate background screening with confidence. With coverage in more than 200 countries and territories and 100+ ATS and HCM integrations, we support faster, candidate-friendly hiring across the entire workforce lifecycle.

Know your people™

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