

**CASE STUDY**

# Improving Primary Source Verification Performance in Healthcare Staffing

**Customer Profile**

A large U.S.-based healthcare staffing organization supporting hospitals and health systems nationwide, managing high volumes of credentialing and onboarding for clinical talent.

**Challenge**

The organization relied on primary source verifications (PSV) to meet credentialing standards, but incomplete verifications frequently required internal follow-up. This created:

- Increased administrative burden on internal teams
- Delays in onboarding and time-to-fill
- Inconsistent verification outcomes across high volumes

With thousands of monthly employment and education verifications, improving successful completion rates without increasing manual effort became a priority.

**SOLUTION**

Over the course of six months, First Advantage redesigned verification workflows to improve successful completion rates and reduce inefficiencies. Enhancements included:

- Increased and structured outreach attempts to verify sources
- Smarter primary source strategies, including deeper research and source identification
- Candidate documentation used to support primary source verification, reducing stalled requests

These changes created a more consistent, scalable verification process while maintaining primary source standards.

**RESULTS <sup>1</sup>**

The organization achieved measurable improvements in verification performance:

- 8% increase in primary source employment verification success rates, capping success at ~99%
- Improved consistency across 3,500–4,000 monthly employment and education verifications
- Reduced reliance on internal teams for follow-up and exception handling
- Faster, more predictable verification timelines

# Why Improved Verification Performance Made the Difference

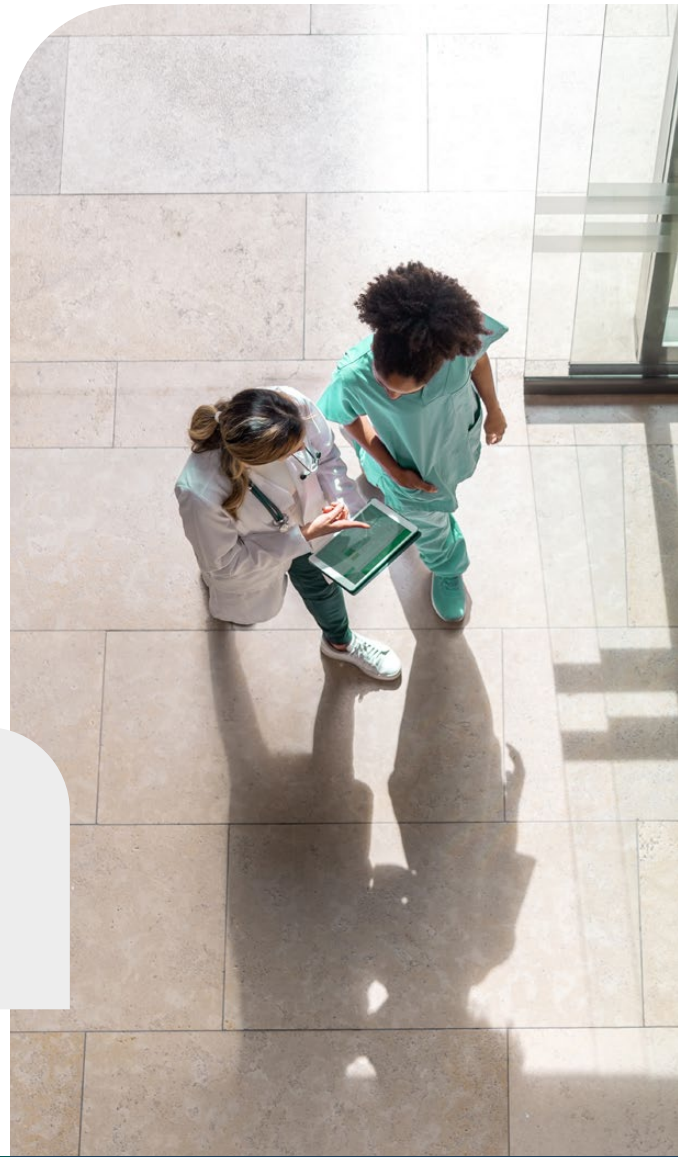
By optimizing verification workflows, the organization was able to:

- Strengthen confidence in credentialing outcomes
- Reduce operational burden on internal teams
- Support faster, more efficient hiring at scale

This approach demonstrates how structured, technology-enabled verification strategies can improve both performance and scalability in healthcare hiring.

**“Reaching a 99% primary source verification success rate has been a game-changer. We’ve reduced bottlenecks, improved consistency, and strengthened confidence in every hire.”**

— Senior Talent Acquisition Leader, U.S. Healthcare Staffing Organization



## Why First Advantage?

First Advantage provides fast, background screening and identity verification across the employment lifecycle that support compliance requirements. Backed by deep vertical expertise and dedicated global support, we help the world’s leading companies hire with confidence, mitigate risk, and build stronger, more trusted workforces.

First Advantage helps healthcare organizations build trusted workforces.

Learn How →

<sup>1</sup> Results based on primary source verification performance improvements with a First Advantage customer, measured over six months and reported as of March 31, 2026.

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