



Glens Falls Hospital

Precision Hiring in a High-Stakes Environment. ■



Introduction

In healthcare, hiring decisions carry consequences far beyond the workplace. Every credential verified, every background check completed, and every timeline met plays a role in patient safety and operational stability.

At Glens Falls Hospital, the hiring process today reflects that reality. Screening is faster, more consistent, and more reliable. Hiring managers move with confidence. Candidates move through the process with fewer delays.

The system works.

But achieving that level of precision required a fundamental shift in how background screening was approached.

A Complex Hiring Environment

Glens Falls Hospital is a 410-bed, not-for-profit healthcare organization serving communities across upstate New York. As part of the Albany Med Health System, it operates more than 20 care locations and employs over 2,500 individuals, making it one of the largest employers in the Adirondack region.

Hiring at this scale is constant. Each year, the organization brings on hundreds of employees across a wide range of roles, from physicians and nurses to technicians, administrative staff, and operational support teams.

Each role carries different requirements, different regulatory considerations, and different levels of risk. In this environment, hiring must balance urgency with precision. Positions need to be filled quickly, but not at the expense of accuracy or compliance.





The Challenge

Before partnering with SmartHRCheqs, the hospital's background screening process struggled to keep pace with these demands.

Turnaround times were inconsistent and often delayed hiring decisions. Employment verifications came back incomplete, requiring additional follow-up and creating uncertainty. Fingerprinting services were not integrated, forcing internal teams to coordinate logistics manually.

At the same time, confidence in the screening process itself began to erode. Lower hit ratios raised concerns about the thoroughness of searches, while questions around compliance—particularly alignment with state and federal requirements—created additional risk.

In healthcare, incomplete information is not simply inconvenient. It is unacceptable.

The impact was felt across the organization. Candidates were lost due to delays. Critical roles remained unfilled. Hiring managers faced mounting frustration as timelines slipped and visibility remained limited.

The Decision to Change

A new Director of HR saw the opportunity to reset the process and elevate standards.

The objective was clear: improve speed, strengthen compliance, and create a more comprehensive, reliable screening program. The organization needed a partner who understood the complexity of healthcare hiring and could deliver both flexibility and consistency.



SmartHRCheqs Emerged As the Clear Choice

Their approach combined advanced technology with dedicated verification teams, offering a level of depth that aligned with the hospital's needs. Integrated fingerprinting, international screening capabilities, and strong communication practices addressed key gaps in the previous process.

Equally important was trust. Prior experience with the SmartHRCheqs team gave leadership confidence that the partnership would deliver not just capability, but execution.

Implementation Without Disruption

Transitioning background screening providers is often complex. At Glens Falls Hospital, the process was notably different.

Within 48 hours of the initial implementation meeting, the organization was operational.

From there, the rollout evolved through collaboration. Regular check-ins allowed workflows to be refined and tailored to the hospital's needs. Screening packages were customized based on role, ensuring that clinical and non-clinical hires were evaluated appropriately.

Training extended beyond system use, covering compliance and best practices to ensure long-term success.

The result was a transition that was not only fast, but structured and sustainable.

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The Results

The impact of the new screening program was immediate.

Turnaround times improved, allowing hiring decisions to move forward without unnecessary delay. Verifications became more complete, reducing rework and increasing confidence in the results. Higher hit ratios reinforced trust in the accuracy and depth of the screening process.

Consistency replaced variability. Hiring managers gained predictability. HR teams spent less time managing exceptions and more time focusing on strategic priorities.

The consolidation of services—including background screening, I-9 processing, and E-Verify—further streamlined operations by reducing the need for multiple vendors.

Beyond efficiency, the experience improved across the board. Candidates encountered fewer delays. Internal teams experienced less friction. Issues were resolved quickly through direct, hands-on support.

A True Partnership

What distinguishes the experience is not only the technology, but the relationship.

Glens Falls Hospital benefits from a dedicated account advocate, responsive support, and proactive problem-solving. When challenges arise, the SmartHRCheqs team engages directly—working with applicants, resolving issues, and ensuring compliance requirements are met.

The screening process is not treated as a transaction, but as an extension of the hospital's hiring strategy.



Conclusion

For Glens Falls Hospital, improving background screening was about more than operational efficiency. It was about aligning hiring practices with the realities of healthcare.

The organization now operates with a process that is faster, more consistent, and more reliable—without compromising the standards required to protect patients and maintain compliance.

In a high-stakes environment where every hire matters, that level of confidence is essential.

Smarter**Minds.**

Smarter**Intel.**

Smarter**Hires.**

For 20 years, SmartHRCheqs has been a leader in the pre-employment screening community. We are revolutionizing background screening with smarter intelligence and a human touch. As an all-U.S.-based team, we deliver comprehensive, accurate, and efficient employee screening solutions tailored to your organization's needs. We leverage cutting-edge technology, industry expertise, and a commitment to compliance to provide actionable insights that help you make informed hiring decisions. With a focus on security, integrity, and transparency, SmartHRCheqs is your trusted partner in building a secure and dynamic workforce.

Discover for yourself what makes us different.

Contact us for a free compliance review and we'll help you identify any points of weakness in your screening policies and products that could save you time, money, and help your program become more accurate with actionable results.

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