



# **SCALING HEALTHCARE TALENT ACQUISITION**

**ACROSS INDIA'S LEADING  
HOSPITAL NETWORK**







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How MeritTrac enabled efficient recruitment of 1,000+ healthcare professionals across multiple specialties and regions, transforming a leading healthcare network's hiring process through technology-driven assessment solutions.

**Company:**

One of India's Largest  
Multispecialty Hospital Networks

**Industry:**

Multispecialty Healthcare Provider

**Network:**

34+ Hospital Units across India

**Challenge:**

High-volume healthcare  
professional recruitment

**Duration:**

2+ years engagement



**10K+**

Healthcare  
Professionals  
Assessed

**30+**

Hospital Units  
Coordinated

**95%+**

Attendance Rate  
Achieved

**100%**

On-Time  
Delivery

## CLIENT OVERVIEW

Our client is one of India's leading multispecialty healthcare providers, operating a large network of hospitals nationwide. Known for its commitment to clinical excellence, patient-focused care, and the use of advanced medical technologies, the organisation offers comprehensive services across cardiology, oncology, neurology, orthopedics, and several other specialties.

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# BUSINESS CHALLENGES

## **Role-Specific Assessment Customization**

Creating specialized evaluation frameworks for diverse healthcare roles including Nurses, Pharmacists, Lab Technicians, and Hospital support staff required extensive domain expertise. Each role demanded unique assessment criteria, clinical knowledge evaluation, and competency mapping while maintaining standardized evaluation processes.

## **Regional HR Team Coordination**

Establishing seamless communication and coordination mechanisms with regional HR teams across 34+ hospital units presented significant operational complexity. The challenge involved synchronizing recruitment activities, maintaining consistent hiring standards, and ensuring real-time information flow across geographically dispersed locations.

## **Technology Adoption and Digital Literacy**

Addressing varying levels of digital literacy and device access among healthcare professional candidates, particularly those from Tier 2 and Tier 3 cities. The challenge required creating user-friendly assessment interfaces while providing comprehensive technical support to ensure equitable access and optimal candidate experience across diverse technological capabilities.

## **Comprehensive Data Management and Reporting**

Implementing robust systems for accurate performance insights, attendance tracking, and final selection reporting across multiple job categories and locations. The complexity involved generating actionable analytics, maintaining data integrity, and providing stakeholders with timely, comprehensive reports for informed decision-making.



# OUR SOLUTION

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## **Customized Healthcare-Specific Assessment Platform**

Developed specialized assessment modules and comprehensive evaluation frameworks tailored to a variety of healthcare roles. We also delivered assessments in vernacular to ensure accessibility for candidates across Tier 2 and Tier 3 regions. These covered clinical knowledge, practical skills, and behavioral competencies for Nurses, Pharmacists, Lab Technicians, and support staff. It ensured that evaluations are directly relevant to the specific demands of each position.

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## **Centralized Regional Coordination System**

Enabled seamless collaboration between regional HR teams. Through real-time dashboards, automated scheduling systems, and standardized communication protocols, we provided instant performance reporting and attendance tracking. This created a unified and efficient operational view across all hospital units.

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## **User-Friendly Interface with Robust Support**

Created an intuitive assessment interface designed for users with varying levels of digital literacy. To ensure a consistent and positive candidate experience, this was complemented by a multi-regional support infrastructure. Our comprehensive technical assistance included multilingual support, dedicated helpdesk services, and immediate issue resolution channels.

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## **Advanced Analytics & AI-Enhanced Integrity**

Deployed sophisticated proctoring technology with live video monitoring and automated credibility assessments. It was done coupled with intelligent reporting mechanisms that generate comprehensive performance analytics, attendance insights, and selection recommendations. Real-time dashboards and customizable analytics tools provided stakeholders with immediate, actionable data.



# MEASURABLE IMPACT

**100%**

On-Time  
Delivery

**95%+**

Attendance  
Rate

**<15 min**

Issue Resolution  
Time

**Zero**

Escalations

**30%**

Reduced  
Time-to-Hire

## THE OUTCOME

This engagement showcased how strategic technology adoption can transform healthcare talent acquisition within large, multi-location organisations. With tailored assessment solutions, smooth coordination across regions, and robust candidate support systems, the leading healthcare provider was able to uphold exceptional standards of evaluation integrity and deliver a superior candidate experience.



[Discover How We Can Help Your Organization](#)