

Non-profit healthcare organization

Streamlines new hire on-boarding process

Overview

Business challenges

- Bring new staff on faster
- Replace a paper based, error prone process

Solution

- 90 day deployment of new onboarding process
- Process that integrates multiple systems and organizations

Benefits

- 21,000 employee hours saved in first year
 - 200 percent reduction in processing time for new employee
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This non-profit healthcare organization is a leading provider of healthcare services in southwest Florida and the largest and only community-owned healthcare system in the area that receives no direct tax support. This healthcare organization is ranked as one of the 100 Top Hospitals in the Nation. A progressive, financially sound healthcare provider, this organization has more than 5,800 employees, 2,500 volunteers and 830 physicians on staff spread over five different campuses. Common to the healthcare industry is high staff turnover. Hiring over 30 employees a week, it was important for them to be as efficient in hiring and on-boarding new employees as possible. To minimize redundancy and costs in the new hire process, they evaluated options to better manage their process from new hire offer through orientation.



“Prior to deploying Teamworks, our processes were tedious, slow and costly. We have experienced dramatic increases in efficiency, saving over 21,000 employee hours.”

Diagnosing the problem

Managing the communication and process across departments and disparate systems was causing delays in getting new employees started. Every employee needs to complete orientation before they can officially begin employment; unfortunately, the pre-orientation process was becoming less and less predictable. Because the process relied so heavily on human interactions, inefficiencies existed at many steps in the process:

- **Error-prone.** The hire form printout usually contained errors from the beginning, which were perpetuated throughout the process. Furthermore, the handwritten corrections were often misinterpreted or overlooked.
- **Time-consuming.** The file would get lost across the five campuses and was often faxed backwards and forwards redundantly. The recruiting staff spent on average 16 hours completing its required tasks, sorting through any problems or issues, and dealing with exceptions to the process. The HR staff spent an average of 9 hours manually entering information and managing corrections in the appropriate systems.
- **Poor visibility.** Ultimately, no one knew how many people were going to turn up at any given orientation session. Sometimes people were missing, got the wrong dates or did not have their pre-requisites completed.

A more efficient way to work

Known for its cutting-edge use of technology, this healthcare organization implemented Business Process Management (BPM) software to improve process efficiency, starting with their new hire process. They chose Lombardi Teamworks® and today, several hundred users across the hospital network leverage it to manage the hiring process. The Teamworks solution was implemented within 90 days and has been an immediate success. Six weeks later, an improved version was rolled out that added even more efficiencies. Some key features of the solution include:

Solution Component

Software

- Lombardi Teamworks®, now offered as IBM® WebSphere® Lombardi Edition
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- **Interactive task coaching.** Teamworks' coaching paradigm helps users step through tasks, understand their options, and make decisions. Instead of having to manually enter data into green screens, an HR administrator is guided through the employee record for verification. This saves training time and enforces best practices consistently.
- **Upstream integration.** Hire forms from the recruiting process are received electronically from the organization which provide them the business solutions for human resources and are dynamically presented to the HR staff. This helps automatically prioritize work and saves time in re-keying information.
- **Automatic schedule.** Teamworks maintains a scheduler for the orientation and automatically books a date for the employee, based on priority and number of already scheduled attendees. Since this helped to minimize exceptions to the orientation process, the recruiting team cut the orientation schedule time in half from 16 hours to 8 hours.
- **Streamlined record creation.** Teamworks now writes new employee information automatically into the HR system. This dramatically reduces the time required to get new employees into the system and eliminates the potential of data entry errors. This reduced record creation time from 9 hours to 10 minutes.

Enterprise class BPM

Having rolled out a brand new complex HR application within 90 days, the organization now manages 4 key processes with plans for 6 more. They plan to continue improving the process every couple of months. They now have a core group of IT professionals that are trained with Teamworks and have become self-sufficient in creating process-centric applications. They have targeted other critical processes, including patient scheduling and management of payments to vendors.

Why BPM from IBM?

Business Process Management (BPM) software and services from IBM help organizations optimize business performance by discovering, documenting, automating, and continuously improving business processes to increase efficiency and reduce costs.

For more information

To learn more about IBM's version of Lombardi's Teamworks offering, IBM® WebSphere® Lombardi Edition, please contact your IBM marketing representative or IBM Business Partner, or visit the following Web site:

IBM WebSphere Lombardi Edition:

ibm.com/software/integration/lombardi-edition/

IBM BPM: ibm.com/software/info/bpm/



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