



HOW WOOSTER COMMUNITY HOSPITAL SAVED HALF A MILLION DOLLARS



Wooster Community Hospital (WCH) is a 173-bed, full-service, acute-care facility serving the residents of Wayne County, Ohio. Recognized ten times as one of the "100 Top Hospitals in the U.S." by PINC AI/Fortune magazine, WCH offers a complete range of inpatient and outpatient services, including cardiovascular services, comprehensive cancer care, advanced imaging services, total joint replacement, rehabilitation, ambulatory surgery center, walk-in care clinic, pharmacy and much more.

BUSINESS CHALLENGES

- Inability to access information for two company codes in a timely manner made it difficult for managers to schedule employees and prevent overtime.
- Employees had no visibility into their own information to make changes or request time off.
- Paper-based manual processes were inefficient, time-consuming and error-prone.



Company: Wooster Community Hospital
Industry: Healthcare
Employees: 1,300
Headquarters: Wayne County, OH
ADP Products: ADP® Workforce Manager
Previous System: Kronos
Interviewee: Danielle Bender, Benefits Coordinator





"The ADP team was awesome. It was very obvious early on that they knew what they were doing and were more than competent, but more importantly, they had the right attitude. [...] It never felt salesy. It really felt like, 'We have an opportunity here and here's how we can help.' Instead of telling us, they kept showing us different ways to meet our needs, and that ultimately set ADP apart."

A BETTER WAY TO MANAGE PTO

Healthcare professionals know a thing or two about challenges. For the HR team at WCH, the challenge has been siloed, outdated systems. Managers tracked absences in separate spreadsheets, leaving people without a simple way to view attendance records or accrued paid time off (PTO). Basic tasks like pulling employee lists were difficult. These inefficient systems created issues with the Ohio Public Employees Retirement System (OPERS). OPERS' calculations are based on credited service hours. Because people couldn't access their hours, they couldn't calculate their PTO.

To solve the problem, WCH implemented Workforce Manager by ADP. With the ADP mobile app, 98% of WCH's people can instantly view their hours. They can access PTO balances and request time off right from their phones. Tedious paper-based processes were eliminated, and the automated attendance tracking improved transparency and accuracy. Benefits Coordinator Danielle Bender praised the efficiencies Workforce Manager brought to WCH. "We were using Kronos, and it lacked flexibility. We were bound by payrolls, so we couldn't enter information about a pay change until it was time to run that payroll, creating challenges with effective dating. If we needed to change a person's address, they needed to complete a 12-page document. 12 pages! We really needed to streamline processes."

Benefits enrollment is more efficient than ever. Before implementing ADP, WCH had to manually input dependent information. Birthdays and social security numbers needed to be entered separately for each of its 12 vendors. Workforce Manager has simplified that process, eliminating errors and saving a significant amount of administrative time.

ACA COMPLIANCE SIMPLIFIED

ADP Workforce Manager has also simplified WCH's approach to compliance, especially regarding the Affordable Care Act (ACA). Previously, tracking ACA requirements was a tedious manual process. Now the WCH team can stay on top of their compliance status and any potential penalties. They can view and prepare Form 1095s long before the end of the year. With this level of automation and access, WCH has reduced compliance risk and saved countless hours of work. Another significant benefit that Workforce Manager has provided the team: People have the same view of their personal information as HR, thereby eliminating confusion and building trust.



Reduced overtime by
\$636K
versus prior year.



99.6%
of employees have access to
ADP Workforce Manager with



84.3%
mobile adoption.
Benchmark is 71.1%



Almost **2,000** employee self-service transactions in the first seven months of use.



Turnover projected to be **5.26%** lower than prior year.



Streamlined **12** benefits vendor into a single portal.

SCHEDULING NURSES IN REAL TIME

One big challenge WCH needed help with was simplifying the scheduling process for nurses. Workforce Manager simplified shift swapping and scheduling by providing a real-time, comprehensive view of each nurse's training and certifications. Knowing if a nurse was cross-trained, specialized in the intensive care unit or could work as a float nurse made scheduling simple. The process was much less time-consuming. Now, nurses can see schedule changes and updates as they happen. They can manage their shifts more effectively. "Our largest population is our nursing population," Danielle says. "It has really been a game-changer from a time-savings perspective to be able to schedule in real time. Overtime becomes less of a challenge to track accurately when you have a system to monitor it."

Data centralization has eliminated the need to pull information from multiple sources. Before partnering with ADP, obtaining essential employee data was a nightmare. The WCH team had to run reports, export those reports to Excel and then manually filter the data. Now the Workforce Manager dashboard provides immediate access to statistics such as the number of full-time or as-needed pro re nata (PRN) nurses.

FOR ADP, SERVICE IS THE DISTINCTION

Danielle believes one of the biggest advantages to partnering with ADP is that they have their own implementation team who took the time to understand Wooster's organizational needs. Danielle states, "The ADP team was awesome. It was very obvious early on that they knew what they were doing and were more than competent, but more importantly, they had the right attitude. If we were on calls after hours, they took care of our needs and never rushed us off the phone.

Even during the bid period, ADP was great. It never felt salesy. It really felt like, 'we have an opportunity here and here's how we can help.' Instead of telling us, they kept showing us different ways to meet our needs, and that ultimately set ADP apart."