



How a regional hospital cured inefficiency with a cloud-based document management solution

Reduced file fulfillment requests from **60 minutes** to **near-instant**

Onboarding process decreased by **18 hours** per new hire

Saved **14,400 hours** annually on document retrieval

Like most hospitals, this rural regional medical center has more than its fair share of paperwork to keep track of. This hospital's origins date back more than 100 years and, according to its HR manager, so did its filing system. Rows of filing cabinets and stacks of binders made accessing important documents a time-consuming operation. Plus, onboarding new hires was itself a long and complicated process. That is, until Paycom offered a cure.

PROBLEM

With just 150 employees on staff, the 64-bed, full-service medical center offers a wide variety of care, from emergency services to outpatient surgery and everything in between. But what sounds like a relatively small operation instead sits atop a dauntingly large mountain of paperwork.

In general, hospitals are subjected to regular audits and investigations that require access to copies of licenses and certifications, as well as other medical and employee information on short notice. And with the majority of this paperwork still existing in its space-wasting physical form, a simple document request could take up to an hour to fulfill.

Then there was the not-so-simple matter of managing the onboarding process for new employees. Previously, according to the HR manager, "We had to do quite a bit of handholding. I would have to meet with them for two and a half days until they completed all their training. It entailed logging into several different systems to go through the entire orientation process."

"When organizations don't embrace technology, you just paper-and-pencil people to death."



SOLUTION

The hospital had implemented Paycom back in 2014, but used it strictly for employee payroll. It wasn't until the current HR director came onboard shortly thereafter that the center started exploring Paycom's full potential, specifically its Documents and Checklists tool. Now, what once slowed staffers down has brought them up to speed.

With Paycom's Documents and Checklists tool, hospital employees are able to access important files with ease, and without rifling through filing cabinets. While the process of scanning these documents will take time, the at-a-click access staffers enjoy already has saved them hours, because they can find or retrieve most of the documents they need themselves without burdening the HR manager.

They've also been able to streamline their prehire and onboarding processes using the software's Checklists feature. New employees now are trained and enrolled in benefits in a fraction of the time it used to take.

RESULTS

No matter what industry you're in, time is money. And in a hospital, time can be even more valuable than that. Thankfully, the Documents and Checklists tool saves the center eight hours per employee per month, for a grand total of 14,400 hours per year. Plus, this tool ensures the site stays compliant, no matter the request.

Documents and Checklists also took the onboarding process from 2.5 days to about two hours, for a savings of 18 hours per new hire. And speaking of employees, they love the Paycom mobile app, which allows them to have virtually everything related to their job right at their fingertips. That makes the HR manager's job that much easier.

"Compared to the human capital management systems I've used in the past, Paycom is 10 times better. It's just so much more user-friendly," she said.

To top it off, the hospital's new management company has seen firsthand how Paycom streamlines time-consuming processes and now is seriously considering implementing Paycom at its other hospitals.

"My goal overall is to be more efficient. Now I'm meeting that goal!"

This case study reflects actual data and results from a Paycom client. Because of our commitment to protecting the identity of our clients, we do not share their name publicly. However, we have many happy clients eager to share their story with you when you're ready to meet with one of our Paycom representatives.

