



Jefferson Hospital Association brings efficiency and scalability to their HR and payroll with ADP Workforce Now®



Layton Anderson

Vice President and Chief Human Resources Officer

Quick facts

 **Company:** Jefferson Hospital Association

 **Headquarters:** Pine Bluff, Arkansas

 **Industry:** Healthcare

 **Employees:** 1,520

 **ADP® products:** ADP Workforce Now

Headquartered in Pine Bluff, Arkansas, the Jefferson Hospital Association is a not-for-profit organization committed to providing high-quality healthcare to the citizens of Southeast Arkansas, with a main hospital, 26 clinics and physicians' practices spread across 11 counties. Layton Anderson, Vice President and Chief Human Resources Officer, is responsible for all employee functions across the hospital group.

Business challenges

- HR, payroll and timekeeping systems were home-grown, inefficient and extremely outdated
- Lack of firm HR processes created various regulatory and compliance issues
- Employees were unable to access or manage time and attendance, benefits or employee information remotely

Jefferson Hospital Association turned to ADP Workforce Now to consolidate HR, payroll and timekeeping processes under one efficient system, improve compliance and accountability with the right insights, and empower employees with the ability to remotely manage their HR and payroll information.

When Anderson took on the role of Vice President and Chief Human Resources Officer, the Jefferson Hospital Association team had already set their organizational goals, with a focus on transitioning from their existing HR, payroll and timekeeping systems to a more modern, efficient and unified system. They were also looking to implement a system that provided expanded and improved functionality for employees.

Anderson reviewed a number of vendors and ultimately found that ADP Workforce Now was the right fit for the company's requirements. "My goal was to get our HR system closer to this century and provide improved functions for our employees, and ADP stood out to me as the answer," he shares.

When the time came for implementation, Anderson and his team were thrilled with the results. He recalls, "Our CEO was extremely pleased with the software implementation process, calling it the 'smoothest implementation we've ever had.'"

Building credibility with the right data and insights

Anderson and his team found that one of the main benefits of implementing Workforce Now, aside from the unification and simplification of their systems, is access to data, metrics and insights, which have helped the HR team become more strategic and build credibility with leadership.



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"With ADP's metrics, I can present cases from HR to leadership and support them with data, making us more accountable and reliable." Anderson shares, "We now have a data-driven response to most things. It allows us to make good decisions and has enhanced our credibility with the board and administration, he states."

Improving compliance and driving efficiency

One of the most glaring gaps Anderson and his team uncovered during implementation was that they weren't paying people correctly. ADP empowered them with the tools to review overtime calculations and government regulations, identify areas where they were not compliant and build a strategy to address those areas.

Anderson says, "ADP helped us uncover a lot of things with our processes. They made us more compliant, but also more efficient." In fact, with ADP, his team was able to cut down the time spent on processing payroll from nearly two weeks to just four days, enabling them to focus on more strategic endeavors in the time left over.

Giving employees power over their HR and payroll

One of the biggest challenges Jefferson Hospital Association faced was a lack of infrastructure for employees to remotely access their benefits, submit their time and attendance or view their HR information. And with their workforce often working outside of the office setting and operating in a region where weather-issues are plentiful, the ADP mobile app has proven to be an invaluable tool for the hospital group.

"ADP's mobile app is a game changer. Our employees can now easily submit and edit their time, request leave, access their benefits and view HR information without having to go to HR. Everything is available at their fingertips," says Anderson.

Empowering managers to process payroll anytime, anywhere

Not only did Workforce Now enable employees to manage their information and complete HR tasks remotely, it provides access and innovation for managers, as well. Leaders are able to approve timesheets offsite through the mobile app, paper forms have been largely eliminated in lieu of online forms, performance reviews can be completed online through the ADP system, and much more.

Anderson says, "I've talked to a lot of our staff who originally rallied against using a mobile app. Now I have the same people saying, 'This is really easy. I have access to things I never had before; I can make changes without filling out paper forms and I can do it all online.' Some of those people have actually become our super users since they're our best advocates now."

Bringing efficiency to recruiting by eliminating manual processes

Working with ADP has also enabled Jefferson Hospital Association to move the entire recruiting process online. While the company previously used online applications and job postings, now everything related to candidates and recruiting flows automatically into the system and internal applicants have easy access through the ADP site to apply for jobs and view their progress.

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The company's recruiters have also become much more efficient with ADP — in fact, Anderson says, "We've cut our job postings in half because we're getting candidates in and hired so rapidly. We've seen an increase in candidates and our recruiters have become much more efficient at interacting with those candidates."

A relationship founded on high quality service

"The relationship we've built with the ADP service team has made our experience with ADP the best," shares Anderson. After forging a strong connection with their salesperson and service representative early on in the process, Anderson and his team have continued to work closely with both, citing, "[The ADP service team] is constantly looking at how they can align with our goals. How do we make sure that we stay connected? What are the opportunities we have to work together?"

The ADP service team provides personalized and thoughtful support, conducting monthly strategic calls to ensure alignment, attending association meetings to stay attuned to the organization's needs, and continuously going above and beyond.

"Our service rep was just on a call with me to see how things are going, and when I raised a few concerns, she was immediately on top of it," Anderson continues, "This is the best relationship I've had with a software or service company in the 35 years I've been in healthcare. [...] There's constant two-way communication back and forth which shows us that we're valued as a client of ADP."

Scaling business operations with ease

With ADP Workforce Now, expanding their business has become exponentially easier for Jefferson Hospital Association. Transitioning new people into the system and integrating processes with ADP's infrastructure enables the organization to seamlessly acquire new clinics and onboard the associated employees.

Anderson shares, "We recently brought on a 100-person clinic and we're opening another specialty hospital with about 250 employees. We've also done some small acquisitions of clinics. Each of those has been an easy transition because everything is electronic now." With such a high level of scalability, the hospital group is poised to expand rapidly.

"I've shared our experience with ADP with a lot of my peers and I think we helped convince another hospital within our state to go with ADP. In fact, I'm working on another hospital right now," says Anderson, "It takes a lot for a company to put their reputation on the line and advocate for you. But I don't have any qualms saying that this is a great product for healthcare clients. ADP meets your needs, empowers your employees and completely enhances your business."



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