



**HCM**

Customer References

# People run healthcare, not capital

## You care for patients. Infor Healthcare cares for you.

Most HR professionals recognize the term “human capital management,” or HCM, as a descriptor for the overall processes and procedures for managing an organization’s employees. In healthcare, though, we’re really in the people business. This may sound like semantics, but people really aren’t capital, especially when it comes to healthcare, where passion, purpose, and emotion form the core of what we do—and why we do it.

Healthcare providers like you put patients first every day, and seek to ensure that the rest of us do not become patients. But who cares for the caregivers? Who constantly seeks to remove administrative burdens and improve operational efficiencies so that caregivers can spend most of their time doing what they do best? Who looks at how to enable and support your unique culture of care delivery?

We do. Of the 5,700 hospitals that dot the US landscape—from the largest of the large to the smallest of the small—many use Infor Healthcare services and solutions. In fact, Infor has number-one market share with 76% of the top 25 IDNs. That’s why we are committed to building, designing, and delivering science-driven “people” solutions that offer the most flexible and broadest capabilities. We also know that in your world efficiency can be the difference between life and death—which is why it’s at the heart of everything we do. From better outcomes to cost of labor, from talent management to interoperability, and from talent acquisition and retention to scheduling and credentialing, having the right person with the right data at the right time enables us to not just track events but predict and prevent issues before they become problematic. At Infor Healthcare, we see our responsibility as providing non-clinical solutions that enable you to provide world-class care.

We’ve compiled some customer stories here so you can see for yourself what organizations have to say about how Infor has helped them meet many of their day-to-day challenges so they can focus on delivering the best possible patient care.



## Express Scripts reduces turnover by 39% with Infor Talent Science

### Organization profile

Express Scripts®, a Fortune® 150 company headquartered in St. Louis, provides pharmacy benefit management services and has made the use of prescription drugs safer and more affordable since 1986.

Thousands of managed-care organizations, large employers, insurance carriers, third-party administrators, labor unions, and municipal and state governments rely on Express Scripts for innovative solutions to manage pharmacy-benefit costs and enhance their members' quality of care.

### Challenges:

- Find a better way to identify, hire, and retain quality customer care representatives
- Improve representative services for patients, physicians, and benefit plan administrators
- Plan career paths for representatives who demonstrate motivation and help drive success

### Solution:

Infor Talent Science

### Benefits:

- Streamlined the recruiting and hiring process
- Enhanced shoppers' experience in stores by staffing with employees who are a better fit
- Decreased overall turnover among hourly associates by 41.9% for hires made using Infor Talent Science™ (compared to those hired through traditional means)



We've seen recruiter productivity increase because they're now spending less time on candidates they would have previously spoken to without the tool. Overall, it's had a positive impact on reducing our turnover."

**Kristi Robinson, Vice President**  
Talent Acquisition, Express Scripts



## Einstein Healthcare Network gets smarter about its business processes

### Organization profile

Einstein Healthcare Network is a private, not-for-profit organization with a mix of acute care facilities and outpatient centers. Its primary mission is to provide compassionate, high-quality care to the greater Philadelphia region.

**763,000+**  
outpatient  
visits in 2014

**153,000**  
ER visits in 2014

**1,200**  
licensed beds

**1,200**  
physicians (staff  
and voluntary)

**8,500+**  
employees

### Challenges:

- Move away from disparate systems to a single enterprise solution
- Avoid planned obsolescence of outdated technology platforms
- Position the organization for growth
- Free up HR staff for strategic initiatives

### Solution:

Infor Human Resource Management  
Infor Financial Management  
Infor BI

### Benefits:

- IT, payroll, and HR staff partnered to drive efficiencies throughout the organization
- Eliminated 8,000 paper transactions per year in HR-related personnel tasks
- Provided easy access to employee and manager HR information
- Improved compliance for certifications and licenses, testing and training dates, and required vaccinations
- Developed a system for residents to complete training requirements prior to employment so they can start working immediately

“

Infor has enabled us to streamline administrative processes, improve compliance and communication, and empower employees with the information they need to succeed at Einstein.”

**Linda Razler, Manager**

HRIS, Einstein Healthcare Network



## MultiCare Health System Delivers Better HR Service with Infor

### Organization profile

MultiCare is a not-for-profit healthcare organization with a comprehensive network of services throughout Pierce, South King, Thurston, and Kitsap Counties in Washington. It provides hospital, clinic, primary care, emergency, and urgent care health services.

**5**

acute-care hospitals

**130+**

locations

**237,905**

ER visits annually

**451,999**

physician visits

**10,000+**

employees

**1,000+**

physicians

### Challenges:

- Serve staff equally while presenting a single, usable interface
- Monitor call volume and track open items

### Solution:

Infor Human Resource Management  
Infor HR Knowledgebase  
Infor HR Case Management

### Benefits:

- Presented a single interface with cloud-based solutions
- Resolved 82% of calls coming into HR upon first call
- Lowered costs for HR service delivery with Knowledgebase self-service capabilities

“

Since the launch of Infor Knowledgebase and Infor Case Management, we've been receiving positive feedback from the employees on the new site, and we're excited to continue to enhance and simplify HR services at our organization.”

**Darci Gibson, Human Potential Project Director**  
MultiCare Health System



“

If HR departments are to live up to their potential as consulting forces, their recommendations need to be grounded in real research, not just intuition or generic best practices. That means being able to measure the relationships between behaviors and outcomes.”

**Marcus Mossberger**

Industry Strategy Director, Infor Healthcare

## Penn State Milton S. Hershey Medical Center overhauls HR with upgrade of Infor Global Human Resources

### Organization profile

Penn State Milton S. Hershey Medical Center is a 551-bed, Level I regional trauma center. As Central Pennsylvania's only academic medical center and home to Penn State Hershey Children's Hospital and Penn State College of Medicine, the organization is a resource for the most complex adult and pediatric cases. Its workforce comprises 10,000 employees servicing a network of 10 medical facilities.

**551**

beds

**Level 1**

regional trauma  
center

**10,000**

employees

**10**

medical facilities

### Challenges:

- Lack of insight in evaluating employment functions
- Unable to close gaps in employment functions
- Unable to scale information and analytics to match the organization's current and future growth

### Solution:

Infor Global Human Resources  
Infor Payroll  
Infor Talent Management

### Benefits:

- Increased efficiencies and lowered costs for everyday HR activities with state-of-the-art HR technology
- Helped attract and retain the right employees with talent management to span the employee lifecycle

“

Having processes in place that streamline transactional processing is important. This frees our team up to be able to go out and really manage our human capital.”

**Lisa Abbott, Chief Human Resources Officer**  
Penn State Milton S. Hershey Medical Center



# Presbyterian Healthcare Services seeks to match talent with culture with Infor Talent Management

## Organization profile

Presbyterian Healthcare Services (PHS) is a private, not-for-profit healthcare system in New Mexico. It owns and operates eight hospitals in seven communities, and also operates Presbyterian Health Plan. [www.phs.org](http://www.phs.org).

**700**  
providers

**10,000**  
employees

## Challenges:

- Multiple disparate systems make it difficult to reference a single information source for decision making throughout the employee lifecycle
- Blending job accountabilities with positions in a useful way is expensive and error prone
- Systems lack uniformity for modeling and processing leader-driven merit or market awards
- HR team spends too much time manually managing talent acquisition and incentive programs rather than on more strategic activities
- Outdated technology includes high costs for ongoing maintenance
- Onboarding process creates a longer time to productivity for new employees
- Manual succession planning process for select positions lacks data to comparatively assess employees against one another and against specific positions
- Lack of tracking for more than 5,000 volunteers through the PHS system leads to potential security and compliance issues

## Solution:

### Infor Talent Management

## Goals and objectives:

- Standardize HR applications on a single platform to reduce HR interfaces and required support, and gain a single source of truth from accurate, real-time data
- Unify systems to drive high performance, increase employee career opportunities, and standardize merit and market awards
- Decrease expense and errors by incorporating job accountabilities with positions
- Reduce manual processes so HR staff can focus on higher value added activities
- Support PHS’s “Best Place to Work” initiative to retain high-potential employees
- Engage leaders in start-to-finish talent management process for all employees
- Improve compliance reporting
- Incorporate, track and report non-employee activity throughout the system



We needed to take a holistic approach to our entire HR system in order find, develop and retain employees best suited to our unique culture of care at Presbyterian Healthcare Services. Infor offers a flexible solution that depends on science-driven technology that is best suited to our needs.”

**Becky Rafferty, Compensation and HRIS Director**  
Presbyterian Healthcare Services





Wheaton Franciscan Healthcare consolidates HR and financial systems with Infor Healthcare

### Organization profile

Wheaton Franciscan Healthcare is a Catholic, not-for-profit health system with 100+ sites in Wisconsin, Iowa, and Illinois. It is sponsored by Wheaton Franciscan Sisters.

<b>14</b> hospital campuses	<b>17,000</b> associates	<b>3,000</b> physicians
<b>70</b> clinic sites with <b>500+</b> employed physicians	<b>3</b> transitional & extended care facilities	<b>2,620</b> units of assisted living

### Challenges:

- Lack of consolidation of financial systems across organizations in three states
- No communication between HR systems to ensure equitable enforcement of policies
- Need for accurate comparative data on FTE counts and turnover reports in shorter periods of time
- Lack of consolidated, self-service talent management systems
- Lack of integration between seven HRIS systems

### Solution:

Infor Human Resource Management  
Infor Talent Management  
Infor Financial Management

### Benefits:

- Consolidated financial systems and staff, and reduced FTEs
- Consolidated HR staff and reduced FTEs
- Merged multiple financial statements into one and reduced manual integration time
- Reduced costs for talent and compensation management systems, which offer self-service capabilities

“

Accommodating the healthcare pay practice is very complex. Infor Healthcare can easily handle that for us.”

**Judy Hawkins, Director, HR Services**  
Wheaton Franciscan Healthcare

# Create a culture of efficient care

Healthcare organizations face many challenges when it comes to attracting, retaining, developing, engaging, and retiring talent. Infor Healthcare builds, designs, and delivers science-driven HCM solutions with flexible and broad capabilities to offer the latest services across your organization for maximum efficiency and impact.

We realize that your nursing staff is the heartbeat of your organization, and we offer a full spectrum of solutions that address all of your employees' needs, from pre-hire to rehire, to retire. Your needs encompass not only scheduling and staffing challenges, but also finding talent that is the best fit for your organization's culture. Infor Healthcare addresses your challenges with broad capabilities that include core HR, payroll, talent management, workforce management, and patient acuity solutions built by healthcare industry experts for healthcare organizations.



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