



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

Facts at a glance



Headquarters
Pennsylvania, USA



Revenue
\$ 1.7 Billion US



Industry
Healthcare



Products and services
Infor Global Human Resources, Infor Payroll, Infor Talent Management



Implementation partner
Ciber, Inc.



Web site
pennstatehershey.org

Offering more than just care

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 several medical facilities.

Penn State Milton S. Hershey Medical Center faced difficulties serving the needs of its workers and managers. Before upgrading its human resources applications to Infor® Global HR, it had no way of identifying the value of employment functions, closing gaps in key employment functions, or scaling information and analytics to match the organization's current and future growth.

Business goals

- Overhaul ability to identify and analyze value or gaps in key employment functions.
- Reprioritize resources tied up in paper pushing and manually intensive transaction processing.
- Resolve difficulties with processing payroll and managing new talent.
- Streamline mergers and acquisitions into hospital systems.



Having processes and systems in place that streamline transactional activity 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



Upgrading HR from transactional to value-add using Infor Global HR

Supporting human capital operations

With the growth of the system, Penn State Milton S. Hershey Medical Center needed a modernized human capital management strategy to keep the organization at the top of its game with updated, current technology. No longer a traditional personnel department, HR needed to effectively mine data to inform business decisions on everything from daily staffing to long-term leadership transitions. While seeing 1,000,000 patients yearly, the effective and efficient management of nurses and doctors is imperative to helping patients and saving lives. Infor Talent Management was selected to help address these needs by speeding up HR management functions and lowering costs.

Paving a smoother employee pathway

Improving the culture of human capital management

Implementing Infor Global HR is a big part of the organization's shift toward employee empowerment and self-service. Like many other healthcare organizations, 50% to 60% of the center's operating budget is spent on staffing. Using state-of-the-art HR technology to enable employee and manager self-service increases efficiencies and lowers costs for everyday HR activities. Employee turnover is also costly, so the center is planning to implement a talent management solution that spans the employee lifecycle to bring together compensation, goal management, development planning, and talent acquisition—all to attract and retain the right employees.

“

We needed to invest in the global human resources platform, recognizing that we weren't going to be able to move our HR department to a new contemporary business model where we're delivering value added service if we didn't have technology that would enable it.”

Lisa Abbott, Chief Human Resources Officer

Maximizing HR functions

Improving HR department deliverables

An important key to gaining upgrade approval and maintaining project momentum at the medical center is the HR department's positioning as a valued business partner. Armed with the correct data, analyzed the right way, HR serves as a consultant to departments and leaders throughout the system, offering information as well as solutions to crucial issues such as department understaffing and career lifecycle planning.



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INFDTPI479250-en-US-1215-1