



"Your Time is Our Business"

Client Success Story:

Arizona Baptist Retirement Centers

Meeting Employer Mandates: Attendance Enterprise Helps Retirement Center Meet Regulations



"The information from Attendance Enterprise lets us confer with nursing managers to adjust staffing levels more effectively. Nursing expenses are now running well within labor budgets. "

***Donna Taylor, V.P. of Human Resources
Arizona Baptist Retirement Centers***



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Overview:

Arizona Baptist Retirement Centers, Inc. meets state regulations and recently cut the time HR staff spend tracking staff levels and payroll data by over two-thirds. Biometric hand readers eliminate the opportunity for buddy punching, and the organization consistently applies premium pay rates and other pay rules. Nursing expenses are now running well within labor budgets. The non-profit organization achieved these results and other noteworthy improvements after teaming with the labor management experts at IntegrTime Solutions, Inc.

About Arizona Baptist Retirement Centers:

Established in 1977, Arizona Baptist Retirement Centers, Inc. is a non-profit organization that manages four Baptist Village senior living campuses in the Phoenix area. The state-of-the-art campuses offer residents a full continuum of care ranging from independent living to long term care. Over 600 total units accommodate skilled nursing, retirement living apartments, assisted living, Alzheimer’s care, dementia and memory care, as well as respite care. Residents access medical and rehabilitation services, skilled nursing, social activities, dining, and ministries in their communities.

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Past Challenges:

The nursing home industry is one of the most heavily regulated industries in the United States. Mandates regulate many areas related to quality of care, including employee staffing levels and service coverage.

In past years, it was a challenge for Arizona Baptist Retirement Centers, Inc. to prepare supporting documentation required by the regulations. This is because the organization tracked time and labor data for over 375 employees using primarily manual processes.





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Under the previous methods, hourly employees such as nurses, nursing assistants, personal aids, caregivers, dietary staff, housekeeping and others clocked in and out using mechanical paper punch cards and magnetic swipe cards. The opportunity for buddy punching, where one employee knowingly punches in for another, was a concern with the time clocks. At the end of the two-week pay period, supervisors from each of the four campuses manually assembled employee time cards and delivered them to the corporate offices. There, human resource staff manually recalculated the time cards, rekeyed the data into a home-grown spreadsheet, and manually transferred it into the payroll system.

Explains Donna Taylor, Arizona Baptist Retirement Centers, Inc. Vice President of Human Resources, "Our team expended a lot of effort to prepare the documentation for state surveyors. As an example, to assemble staffing coverage reports, nurses tracked their shifts using sign in sheets at their nursing stations. We then compiled the weekly sheets into reports for the surveyors that showed staffing levels per pay period. While this did suffice, it was labor intensive to manage."

Accuracy was also a concern, since the previous time tracking methods made calculating premium pay difficult. HR clerical staff sorted through each employee time card at the end of the pay period, flagging holiday, weekend pay, and other premiums with a yellow highlighter. Clerks then went back to the cards and applied the appropriate rate. Notes Taylor, "As with any manual process, there was likelihood for error when applying premium pay. Very often, clerks had to make a judgment call which led to an inconsistent process."

Moving Forward:

For Arizona Baptist Retirement Centers, Inc., proper compliance with employee regulations- along with increasing the accuracy and efficiency of payroll-required automating the collection and calculation of employee labor. Thus, the organization turned to IntegrTime Solutions, Inc, (Palmdale, CA) time and labor management experts, who installed Attendance Enterprise and biometric hand readers.





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Improved Reporting:

Attendance Enterprise is an easy to use, integrated time and attendance system that automates complex pay rules to ensure accuracy and regulatory compliance. The system also optimizes employee resources and reduces labor costs with features such as flexible pay rules, employee scheduling, and web access for employees and managers, with extensive reporting and analysis capabilities. Employees start their shift by checking in at a hand reader. This eliminates the opportunity for "buddy punching" and accurately verifies employees' identities while protecting their privacy. The system automatically polls the readers located throughout the four campuses, and up-to-the-minute data is available at the corporate office, showing accumulated hours, overtime and regular rates which in the past were difficult to track manually. At the end of each pay period, the accumulated time is automatically downloaded into the payroll software for check processing. The new processes remove the need for duplicate data entry.



The Road to Compliance:

Attendance Enterprise generates real-time staffing reports that meet federal and state mandates. Reports show a level of detail not available with the past manual methods. When surveyors from the Department of Health Services make their audit, they see reports that summarize nursing staff levels by campus location, station and date. Notes Taylor, "This represents a significant achievement for us, and removes a once overwhelming administrative burden."

Additional Benefits:

Payroll accuracy is up. The labor management experts at IntegrTime configured the system to accurately apply regular and overtime premiums to each shift, eliminating the manual process once fraught with error. In fact, IntegrTime helped configure the system to handle the various lunch pay rules which differ throughout the campuses. This level of detail was simply not possible to calculate in the past.



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Employee overtime levels are available instantly at the corporate office which gives the company a true picture of labor expenses. Notes Taylor, "Skilled nursing is a significant expense for us, and now that we can see labor totals in real time, we can address overtime and staffing levels as it happens, instead of after the fact. The information from our new time tracking system lets us confer with nursing managers to adjust staffing levels more effectively." Nursing expenses are now running well within labor budgets.

Exception reporting showing tardies, missed punches and other issues that let HR address any chronic behavior patterns as they happen. In addition, management finds reports such as "Comparison to Budget" very useful. It gives a high level look at staff usage for each of the campuses for improved decision making.



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