



"Your Time is Our Business"

# Client Success Story:

## Mission Community Hospital

The logo for Mission Community Hospital is a blue square containing a white graphic of three stylized human figures holding hands in a circle. Below the graphic, the text 'Mission Community Hospital' is written in a white, serif font.

Mission Community  
Hospital

***“We consider this implementation a success because we are able to better monitor and manage Nursing time and labor costs, one of the most significant costs facing our organization in these challenging times.”***

Eddie Ortega, Payroll Director  
Mission Community Hospital



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### Overview:

Mission Community Hospital recently cut in half the time it once took to close payroll each pay period for nearly 600 employees. Automated scheduling features help the hospital meet per-patient staffing mandates and manage costly overtime. Biometric time clocks reduce the chance for “buddy punching”. These improvements stem from an advanced employee time tracking solution that cuts out manual processing. Now, the hospital better controls cost of labor, a significant expense faced by the organization.

### About Mission Community Hospital:

Mission Community Hospital is a two-campus acute care hospital located in the San Fernando Valley, owned and operated by San Fernando Community Hospital, Inc., a not-for-profit California charitable corporation.

The facility is licensed for 145 beds- 135 medical/surgical beds and 10 Intensive Care; with an ER and other care areas. Mission Community Hospital serves as the primary access point for members of the community to receive a full range of healthcare services.

*“Instead of emailing or directly asking supervisors or the payroll department about vacation balances and schedules as they used to, our employees pull up this information themselves right from Attendance Enterprise ESS. This frees us all up and puts this information in the hands of the employees themselves.”*

Eddie Ortega, Payroll Director  
Mission Community Hospital

### An Administrative Burden:

Until recently, the Hospital tracked time and labor data for over 600 part- and full-time employees with a combination of paper-based methods and standalone time-tracking software.

At the beginning of a shift, employees such as nurses, LPNs, x-ray techs, dieticians, housekeepers, office workers, and others clocked in using a badge ID associated with the outdated timekeeping software.



Explains Eddie Ortega, Payroll Director for Mission Community Hospital, “By far the biggest concern was the chance for “buddy punching” – when one employee knowingly punched a timecard for another. Another issue we ran up against was tracking missed punches. If an employee missed punching in or out, a supervisor spent time tracking down missed punches and made the fix. We had no way to track who was inputting the missing data. This was a real administrative burden for our team considering the number of employees.”



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### **Prior System Limitations:**

Staff scheduling was a time-consuming process that depended on the manager to manually generate and issue schedules, track time off requests and approvals.

Nursing scheduling was especially hard to manage. Supervisors could not accurately monitor staffing coverage per patient load, which had the potential to result in costly over-staffing or under-staffing.

Equally frustrating was that time and labor did not integrate with the payroll system. Said Ortega, "It took me about 3 full days each pay period to close payroll. I spent that time compiling all the approved timesheets from each department; printing timesheets; and rekeying the data into payroll. I even had to hand track hourly totals using special codes, and manually flag and calculate premium pay such as overtime, holiday, float pay and charge pay."

### **Working Smarter:**

Mission Community Hospital turned to the time and labor experts at IntegrTime Solutions, Inc, (Palmdale, CA), who installed the Attendance Enterprise Time & Labor Management System and eight biometric hand reader time clocks located throughout the facility.

IntegrTime implemented automated scheduling features which let the hospital meet per-patient staffing mandates, streamline, and improve scheduling approvals and time off requests.

IntegrTime also implemented a seamless handoff between time and labor data each payroll period, and configured the advanced time tracking solution to easily handle scheduling, premium pay tracking, and other unique labor tracking.



### **Employee Self Service:**

Employee Self Service features take the pressure off the payroll office by empowering employees with access to time, attendance and schedule information.



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Ortega also appreciates the way Attendance Enterprise tracks changes. "This is a crucial advantage now. I can see the date a time card was modified, who made the change, and the reason for the change. I simply did not have this information before which made it hard to insure timecard accuracy."

### Real Results- No More Buddy Punching:

A big benefit since teaming with IntegrTime is the ability to reduce the problems of employee buddy punching. Explained Ortega, "The biometric time clocks go right to the root of the problem. We now have confidence that paychecks reflect actual time worked."

With biometric time clocks, an employee's hand geometry is used to identify them uniquely. Because their hand is now the bio-key, employees no longer need a badge, which eliminates the potential for falsified timekeeping or buddy punching.



### Bottom Line Benefits:

All in all, Mission Community Hospital cut by half the time it once took to close payroll each pay period. They track employee time and labor in real-time, with a handy dashboard report displaying key metrics like exceptions, tardies, absences, overtime and other attendance behaviors so managers can address any issues right away.

Automated scheduling lets the Hospital avoid unnecessary overtime labor costs, and meet patient load requirements. Easy to read reports how daily labor summaries, overtime summaries; unscheduled overtime.

Concludes Ortega, "We consider this implementation a success because we are able to better monitor and manage Nursing time and labor costs, one of the most significant costs facing our organization in these challenging times."



**IntegrTime Solutions, Inc.**  
12929 Lull Street  
North Hollywood, CA 91605  
Phone: (800) 524-2294  
Fax: (818) 332-7959  
[www.integritime.com](http://www.integritime.com)