



Category: Healthcare

Business type: Long-term care

Employees: 135

Products:

Workforce Timekeeper™
Kronos 4500™ terminals
Workforce Connect™

PROJECT BENEFITS

- Employee self-service reduces manual processes and payroll errors
- Easy and seamless integration provides accurate and timely information for better workforce management
- Automated solution reduces compliance concerns about accurate application of pay and work rules

Harding Nursing Home Uses Kronos for Healthcare to Improve Productivity and More Easily Maintain Compliance

Harding Nursing Home is a family-owned-and-operated skilled nursing facility situated in rural upstate New York. The long-term care facility offers comfortable living accommodations for 92 residents in private and semiprivate rooms. A team of 135 hourly and salaried employees provides attentive and supportive care of residents throughout their stays.

Although Harding Nursing Home used an automated timekeeping solution to track employee time, its payroll process involved numerous manual reviews and changes that cut into productivity. Employees submitted dozens of paper requests each pay period for accrued time, which had to be manually checked for availability and then entered into the system. Dual entry of employee information into the timekeeping and payroll systems resulted in payroll errors that regularly required issuing manual checks. Automatic meal deductions for on-call charge nurses also needed to be manually removed to comply with state labor laws.

To more efficiently process payroll and maintain compliance, Harding Nursing Home wanted a workforce management system that allows employees to review and approve their own time each week. Having used the Kronos® Timekeeper Central® application for some time, the organization decided to upgrade to the Kronos Workforce Timekeeper solution because of its capabilities and found the transition very smooth. The result has been a streamlined payroll process that has cut processing time in half and allowed staff to spend more time with patients, more accurate payroll processing, and easier compliance with work rules and policies.

Employee self-service reduces errors, increases productivity

“Before the upgrade, paper use was outrageous,” says Jessica Mullenax, HR director, about employees submitting personal and vacation time requests on slips of paper. Each December she typically processed 60 to 75 paper requests for employees wanting to cash in unused paid time off. Wading through the paperwork and compiling information for each payroll often took her four or more hours.

Now, employees clock in and out and can access all their time and attendance information at Kronos 4500 badge terminals. “By moving to Workforce Timekeeper, we saw the opportunity to be more interactive with the employee directly at the terminal,” says Robert Harding, controller. “This has been a significant advantage, because it allows employees to self-manage their time and requests for vacation and personal time, and it’s saved us from having to deal with a stream of paper requests.” The solution automatically limits time-off requests to available time and exports this information to the payroll system.

Employees enjoy reviewing and approving their time at the terminal, so errors can be corrected before payroll is processed and checks are cut. With the upgrade, Mullenax says “payroll errors have been reduced tremendously,” processing time of payroll information has been cut in half, and manual checks are nearly nonexistent. Harding adds that the reduction in processing time and payroll errors with the single entry of employee information has provided “valid savings.”



“Kronos has a lot of features that help me do my job more effectively, and the time savings free me up for other activities.”

Jessica Mullenax,
HR Director

The smooth integration between the systems has also allowed Harding Nursing Home to create or modify a Workforce Genie® tool to support workflow, which “cuts down my work tremendously,” claims Mullenax. To monitor the organization’s new attendance policy, she created a Genie that tracks and assesses points to employees who punch in late or leave early. The new attendance point system also tallies positive employee behaviors, such as community service, volunteer efforts, and in-service programs.

Integrated solutions create seamless workforce management

The integration between Workforce Timekeeper and the nursing home’s payroll service through the Workforce Connect application creates a smooth flow of information between the solutions, he says. New employee and pay rate information is input into the payroll system, which automatically upgrades the information in the Kronos solution and allows new hires to begin work immediately. After time and attendance information is imported into the payroll system, updated vacation and personal time accruals are automatically transferred back to Workforce Timekeeper, so accurate balances are maintained in the badge terminals for employees to review.

By inputting employee schedules into Kronos, Mullenax says the organization is able to more easily track schedules and head off payroll problems before they occur. The system flags missed punches if a scheduled employee fails to punch in, as well as if an employee who punched in fails to punch out. These missed-punch alerts help her identify and correct time issues before they become payroll issues that need manual corrections.

Compliance easier with automated solution

Maintaining compliance with the organization’s work and pay rules — as well as state and federal regulations — is easier now with Kronos. As an example, Mullenax notes that charge nurses may need to be on call throughout the day because of an emerging situation, making them unable to take a scheduled lunch break without potential interruptions. New York state law requires employees have a half-hour lunch break. Before, she had to manually restore this time for these nurses, whereas now she inputs no meal deduction when setting up their schedules and the system processes this automatically.

“Kronos has a lot of features that help me do my job more effectively,” she adds, “and the time savings free me up for other activities.”



TIME & ATTENDANCE

SCHEDULING

ABSENCE MANAGEMENT

HR & PAYROLL

HIRING

LABOR ANALYTICS

Kronos Incorporated

297 Billerica Road

Chelmsford, MA 01824

(800) 225-1561

(978) 250-9800

www.kronos.com