GENERIC PAYROLL AND HCM CREATE GENERIC RESULTS

There's nothing generic about payroll and HR at a skilled nursing facility. Here's how one facility found something better.

VIVENTIUM®

OVERVIEW

GROWING BUSINESS = GROWING CHALLENGES

Growing a business is challenging. As you bring on more employees, you've now got more time and attendance to track and more people to pay. Translation: You're at risk for more mistakes and more headaches. What once may have seemed relatively straightforward can now feel like a complicated maze scattered with potential compliance traps.

Buena Vida Continuing Care and Rehabilitation Center discovered this as it continued to add workers. Since its founding in 2001, the Brooklyn-based skilled nursing facility has expanded to nearly 350 employees. With greater needs like managing payroll issues and generating reports that didn't feel like meaningless scrolls of digits, the company required a payroll and HCM software provider that truly understood its business and industry. Not a lot to ask for, right?

MORE
Employees

MORE
Time & Attendance

MORE
Headaches

THE PROBLEM

INCOMPLETE, INADEQUATE, INSUFFICIENT

When Buena Vida found itself under new ownership a while back, the skilled nursing facility realized that the status quo was holding it back. According to Alexis Johnson, the company's HR coordinator, there were three main problems:

- **Incomplete Knowledge.** It's not that the technology solution that Buena Vida was using couldn't handle payroll. It's that it lacked proficiency to handle payroll *for skilled nursing facilities.* "I shouldn't have to call a provider and take a lot of time to explain union or payroll issues to them," Alexis remarks. When it comes to processing things like overtime pay and other aspects, Alexis adds, "They're supposed to be the experts."

- **Inadequate Reporting.** Though Buena Vida was able to create reports using existing software, the process was cumbersome and lengthy. Worse, the data was difficult to comprehend. This was partly due to the fact that Buena Vida was getting reports based on its provider's standard template. Except, Buena Vida isn't your standard company. And so as Alexis points out, because the technology failed to enable much customization, "it took forever to do reports. There was a lot of manual labor."

- **Insufficient Tools.** A lack of user functionality, particularly around viewing data and generating reports, forced Buena Vida to reach out constantly to its provider to accomplish tasks. "It seemed like everything required a phone call," Alexis remembers.

"I really needed to speak to client service people who understood what I was talking about."

ACTION

MUTUAL UNDERSTANDING

Rather than continue to sit on endless service calls with its previous payroll and HCM vendor, Buena Vida decided to hang up on them for good and call a new provider. Viventium answered that call. Because Viventium already had a solid reputation within the skilled nursing industry, Buena Vida was looking to Viventium for help with:

- **Expert Guidance.** "There is nothing more important than client service," Alexis explains. Because Viventium understands the business of skilled nursing facilities, it is able to anticipate and prevent problems. Plus, with no complicated phone trees, service reps actually picked up the phone to provide help and information well beyond the generic advice that Buena Vida had gotten used to. "I'm now able to have better conversations with people at Viventium because they actually know what I'm talking about," Alexis says. Complex reporting, compliance, overtime, you name it.

- **Customization.** Though the previous provider offered standardized reporting, Buena Vida needed the ability to tailor reports. Viventium came in not only to make the right data more readily available — it also enabled Alexis to customize information to create reports quickly and easily.

- **Enablement.** Yes, Viventium's professionals would be there to help Alexis when she needed it, but a key aim was also to cut down on phone calls. And sure enough, Viventium comes with modern tools that allow Alexis to manage a range of tasks efficiently and effectively — from viewing a spectrum of time and attendance data to managing an assortment of payroll issues.

> "Getting instant access to more information was a great surprise for me. Working with data is much easier now."

IMPACT

GROWTH WITHOUT BORDERS

As a result of the skilled nursing facility's partnership with Viventium, here's what Buena Vida now experiences:

- **Elevated Expertise.** Alexis sums it up best: "Viventium has people who actually know what they are doing. They understand me, and I understand them. They are great examples of what it means to be professionals."

- **Better Data.** "Our reports are now understandable and actionable," Alexis says. "I'm able to access information and also look at it in ways that now make sense. The ability to customize reporting has been extremely useful."

- **Greater Empowerment.** "When my boss asks me for information, I can get it easily by myself," Alexis says. "I don't have to sit on the phone with a vendor for long periods of time. It's been really empowering as a professional to use this software."

"I'm confident not just that Viventium can grow with our business. I believe it can actually help our business grow."

Are you struggling with payroll, time and attendance, and other HCM challenges at your skilled nursing facility? Perhaps you're wondering if you, too, could benefit from a software provider that truly understands your industry and your business. Let's talk.

Learn how we'll support your facility for everything HCM at viventium.com/skillednursing.