



Case Study.

**Enhancing the Employee Experience:
How Earned Wage Access Became a Game-Changer for
Medical Facilities of America Healthcare Workers**

Medical Facilities of America (MFA) is a distinguished provider of progressive and transitional healthcare services for patients requiring post-acute, skilled, rehabilitative, extended and abbreviated programs of care. With 57 locations including skilled nursing and long-term care facilities.

Blair Swim, Director of HR Services, started her career in social work and has been working with MFA for 7 years. She worked in MFA facilities before moving to the corporate office to manage benefits and HR policies. Blair sat down with us to discuss her experience with Viventium Pay and earned wage access.

Here is an inside look into Blair's experience:

WHY EARNED WAGE ACCESS?

It can be challenging in skilled nursing facilities to find the right staff to take care of patients, especially because for so many patients, the facility might be their home initially – and that's how we want it to feel. We're here to help patients through their recovery journey.

COVID was extremely hard on facilities and took a toll on our employees and their mental health. There were long days, it was stressful, and nobody knew what was next. Now that we're finally getting back over that hump and returning to the way things were before COVID, we're back to really focusing on patients and making them feel like they're back at home again. Our patients are always number one, and the masks and strict protocols we had to follow made it difficult for them to feel like they were at home.

A lot of our employees are just starting to find their place again. There was a lot of burnout in healthcare, and we're working to make our facilities an enjoyable environment not only for the patient but also for the employee. Employees started asking about earned wage access since they'd noticed our competitors in the area were offering it. We also noticed some competitors were moving to a weekly payroll, but with HR and payroll being the same team here, we didn't have the extra manpower to make that move.

I'm still involved in recruitment, and I was seeing earned wage access in job postings and was aware of it. I also have friends who work for competitors and knew they were offering it. I did have some concerns that our teams already had a lot on their plate, so finding out that Viventium Pay didn't change anything for their workload was important to me.



Client: Medical Facilities of America

US Headquarters: Roanoke, Virginia

Industry: Skilled Nursing & Healthcare

Number of Employees: 6,550

Payroll Platform: Viventium

Time & Attendance Platform: Hosted Time

Viventium Pay Enrollment: 40%+

WHY VIVENTIUM PAY?

Viventium has been easy to use and very friendly to employees. It has made talent acquisition and onboarding very smooth. We used to spend an entire day on orientation paperwork, and now being able to spend that time on other things has been a huge benefit for us. We also want to be as paperless as possible, and this helps us achieve that.

We have a great team at Viventium that helps us with day-to-day operations, and they're always making sure things run well. I'm normally a do-it-yourself person, and it's easy for me to figure out how to accomplish what I need to get done, too.

We wanted to set ourselves apart, not only for retention but also for new hires. We saw that earned wage access was something important for our employees. We evaluated many different options for earned wage access, but what we really liked about Viventium Pay was its ease of implementation. Setting up a new vendor can be time-consuming, and a big advantage of Viventium Pay was it being already built into our existing payroll system. Instead of requiring an additional app, we could use our existing Employee Self-Service tool that our employees are already familiar with

HOW WAS YOUR LAUNCH?

The launch went really well, and I had a great Viventium Pay Client Success Manager who helped me make everything happen. I received a lot of materials and strategies that helped to push awareness of the benefits to maximize adoption. The last thing I wanted was for anyone to be surprised, and I think we did a great job of letting everyone know what was coming, how it worked, and what to expect.

I was excited about the launch, and really liked the "Coming Soon" emails that were sent to our employees so they had a good handle on the benefits Viventium Pay offers. We had some really good numbers after launch and were even able to exceed our initial employee enrollment targets by about 10%. We're currently around 40% enrollment, and we're aiming to hit 50% by the end of this year.

WHAT WOULD YOU TELL SOMEONE CURIOUS ABOUT VIVENTIUM PAY?

A lot of employees like it for unexpected expenses, especially around the holidays. We launched in November of 2022, and people were thankful to be able to access their wages before payday. We saw that this year, too. People were planning ahead, but there are always unexpected things that pop up and if payday isn't for another week, this can help a lot. That financial flexibility really stood out for our employees.

This year we're focusing on savings. Our employees were saying they weren't able to save, but this is a tool that helps them manage their money in a way that can help enable saving. We're really pushing budgeting and financial wellness with our employees this year, and leveraging Viventium Pay as a financial wellness tool is a component of that push.

I've implemented many offerings in my career, and this one was tied up with a bow. We have a one-pager that makes it easy for employees to understand the benefit and where to go to get help. The contacts who manage my account keep me up to date and are always happy to help our HR staff, and our experience has been so great because it's been so simple.

For more information on Viventium Pay, please visit [us!](#) 