



CLIENT PROFILE

ACMC Healthcare System raises the bar and increases accountability using Performance Manager

Just months before their annual performance approval process in 2008, the HR department at ACMC Healthcare System knew they needed to upgrade their ineffective paper-based system. With 1,300 performance appraisals to manage, the process was always a whirlwind — involving reams of paper and hundreds of phone calls and emails. Their homegrown system for managing training records needed an upgrade as well. One slight data-entry error could jeopardize their ability to ensure accountability and compliance with The Joint Commission and other regulatory agencies.

The ACMC Healthcare System serves the more than 100,000 residents of Ashtabula County, Ohio, and includes Ashtabula County Medical Center, Ashtabula Regional Home Health Services, and Glenbeigh — a nationally recognized drug and alcohol treatment provider. ACMC Healthcare System consistently strives to keep up its core measures for quality care and achieved certification from the Society of Chest Pain Centers for treating patients with chest pain and heart failure. A key component of these recognitions is the training and skill of its caregivers and employees. That's why they needed to immediately find a way to automate the complicated process of managing training, performance and competencies.

Limited visibility and accountability

Robert Sincich, Vice President of Human Resources for ACMC Healthcare System, described the old employee appraisal process as chaotic. "The worst part was that we could never find anything. Someone would tell us they gave it back to their boss, and the boss would say they gave it to Human Resources, who must have lost it." Some managers were also submitting generic appraisals instead of evaluating employees on individual merit. "Some of them were simply changing names on the appraisals — all other comments were exactly the same. We felt we were letting our employees down. Our managers had a duty to deliver positive, constructive messages to them on a regular basis."

Vendor evaluation

ACMC Healthcare System reviewed several vendors with automated solutions, eventually narrowing it down to two. According to Sincich, there were several reasons why they ultimately decided on Performance Manager® by HealthcareSource®.

First, ACMC Healthcare System was already using Position Manager® to automate their applicant tracking process and saw an opportunity to share information between the two products to save even more transaction time. The most compelling reason was the superior value of Performance

Ashtabula County Medical Center

ACMC Healthcare System

An affiliate of



About ACMC Healthcare System

Location: Ashtabula, OH

Overview: ACMC Healthcare System, an affiliate of Cleveland Clinic, includes Ashtabula County Medical Center, Ashtabula Regional Home Health, and Glenbeigh, a drug and alcohol rehabilitation hospital, and serves more than 100,000 residents of Ashtabula County, Ohio. ACMC Healthcare System achieved certification from the Society of Chest Pain Centers for treating patients with chest pain and heart failure.

Employees: 1,300

HealthcareSource Solutions: Position Manager®, Performance Manager®, TestSource® HSI



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Manager. "The other vendors' solutions just couldn't offer this value at the same price," said Sincich. "It was ultimately an easy decision to make."

Implementation

ACMC Healthcare System's implementation goals were lofty. They needed to migrate 1,300 appraisals and over 400 job descriptions in a mere two months. "I thought that this would be an insurmountable task," admits Sincich. "It didn't give us any room for unexpected issues."

HealthcareSource deployed significant resources to help the organization meet its aggressive deadline. They had regular conference calls with implementation specialists to review key deadlines and milestones. HR managers received user-level and administrative training, ultimately preparing the entire organization for the annual appraisal rollout.

A new way

Upon implementation, all ACMC Healthcare System employees received Performance Manager User Guides and hands-on training sessions. "Our employees had no problems adapting because it's so intuitive and user-friendly," said Sincich. One of the most surprising reactions came from members of the housekeeping staff, who quickly embraced the software. "They're always logging in for classes; we've seen their computer skills soar. It

was such an unexpected, but pleasant outcome."

Manager reaction has been positive as well, although there's been some resistance to change. "We're holding them accountable now, encouraging them to have meaningful performance discussions with employees. The old way of doing things isn't acceptable now that we've raised the bar," said Sincich.

So how has the process changed HR? The most dramatic improvement is the real-time ability for them to see the status of every single appraisal. Online training modules also make it easy to stay compliant. In fact, the convenience of on-demand training ultimately helped ACMC Healthcare System earn Chest Pain Center accreditation.

"We couldn't be happier," Sincich remarked. "From the discovery phase through implementation, everything has run very smoothly. Since we've launched, their customer service has been remarkable as well. We're thrilled with our new automated system and feel quite comfortable using it knowing that Performance Manager is backed by such top-notch customer service."



Performance Manager is an easy to use and quick to implement performance management system for healthcare.

- **Performance Appraisals:** Process is automated and paperless. Appraisals, goal setting, and job history are available online.
- **Competency Management:** Online checklist that can be accessed anytime, anywhere by managers, educators, and preceptors.
- **Learning Management:** Tracks and maintains compliance while managing immediate and ongoing training requirements.
- **Performance Reporting:** Includes over 30 standard reports that help measure manager and employee effectiveness.

With over 1,500 healthcare facilities as clients, HealthcareSource is the leading provider of talent management software for the healthcare industry. Through its software-as-a-service solutions, HealthcareSource helps hospitals acquire, develop, assess and retain the best workforce possible in order to maximize the quality and efficiency of patient care. The company's talent management solutions include applicant tracking, onboarding, performance management, behavioral assessments, physician recruiting, video interviewing and a leading healthcare job board. A private corporation, HealthcareSource focuses exclusively on the healthcare industry and consistently earns high marks for client satisfaction and retention.

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