

ARTICLE:

WORKING WITH A HEALTHCARE SPECIFIC VENDOR DOES IT REALLY MAKE A DIFFERENCE?

By Lisa LaBau, Senior Vice President of Operations, API Healthcare

Tracking, managing and paying employees within the healthcare industry can be extremely complex. API Healthcare's clients explain how working with a healthcare specific vendor has made a difference to their organization.

"The way that API focuses on healthcare is very important to us because the organization understands how our business functions and what our needs are. It's very challenging to find a system that will accommodate the intricacies of PRN positions and the way that people transfer back and forth between different job classes and hold multiple positions at one time. But, the API product easily accommodates all of those things."

Meagan Enrique, HR Systems Manager, Carroll Hospital Center

"We've been using API's healthcare-specific solutions for over 20 years. They were the best solution back then, and their solutions have continued to evolve so they are still the best choice today. One thing that's valuable about API is their specialization in healthcare – they've seen just about all of the different scenarios you can find in healthcare and they know how to handle them."

Jacque Brodt-Suggs, Director of Application Support, Atlantic Health System

Finding a vendor that can meet your needs is tough enough, but finding one that understands the healthcare industry can be close to impossible. Healthcare is a dynamic industry unlike any other. Managing your human capital within the healthcare environment is especially complex. It is a 24-hour operation, 365 days a year. The pay policies, scheduling intricacies and educational requirements are much more complex for healthcare associates than other industries. Working with a labor resource management system vendor who focuses specifically on healthcare is advantageous for a variety of reasons.

Easier implementation

A vendor who specializes in healthcare understands what it takes to successfully complete an enterprise-wide implementation within the healthcare environment. You can benefit from the lessons they've learned after hundreds of implementations with other hospitals and health systems. Beyond knowing healthcare in general, a healthcare-specific vendor will have a depth of knowledge so they can make best practice recommendations tailored your healthcare facility's size and type (such as academic, children's, or community-based hospital).

More commitment to the industry

A vendor that works only with the healthcare industry has more of a vested interest in the overall success of the industry. This commitment means that all of their research and development efforts will be dedicated to improving processes within the unique healthcare environment.



"We did not set out to find a vendor that focused only on the healthcare industry. But, by choosing API Healthcare, we did just that. They were more in tune with our requirements and what we needed in the way of product functionality based on work flow and specific use cases. When it came to implementation, they used project management best practices and realistic planning based on their knowledge and experience within the industry and our specific operating environment."

**Alan Whitehouse, CIO,
Oconee Regional
Medical Center, Inc.**

"We narrowed our vendor selection down to two vendors, and we chose API Healthcare. We like API because they are strictly in the healthcare business. We felt the customer service from a healthcare-specific vendor was going to be a lot better than the service from their competitor, and in fact it is. API has a really strong relationship with their customers."

**Hank Deal,
Disbursements Director,
Crozer-Keystone Health System**

"Our experiences with API Healthcare have been very positive. One of the things we've noticed is that the organization is very professional, and they provide healthcare human capital expertise that we might not have ourselves and would not be able to purchase somewhere else."

**Barry Rudd, Director of IT,
Satilla Regional Medical Center**

(cont.) Those focused R&D efforts lead to system developments that can make your job easier.

Shared expertise

Each hospital has their own unique pay rules and scheduling policies. To streamline the automation of these complex scheduling and pay policies, your vendor needs to be familiar with a wide variety of them. A vendor that's dedicated to healthcare will understand the nuances of scheduling and paying healthcare employees. And, a savvy vendor can provide advice to help guide you through standard ways of handling certain types of rules based on examples they've seen at other healthcare facilities.

Products with the functionality you need

Your system needs to handle complex pay policies, scheduling plans and even payroll problems that are only found in hospitals and health systems. Don't spend the time or money on a system that needs to be adjusted for the healthcare industry. Specific features, such as weighted average overtime rate, multiple shift codes for scheduling and background checks on new hires, should all be standard in any employee-related system.

Eliminate the learning curve

No vendor can be an expert in all fields. Working with vendors who understand common situations and industry nuances means your organization won't have to take the time to teach your business.

Lisa LaBau

is responsible for overseeing the successful adoption and use of API Healthcare products. Her focus is on delivering a consistent, integrated and responsive client experience. Lisa has over 18 years of experience in the healthcare IT industry and truly understands the unique challenges that healthcare professionals face.

