Healthcare Buyer's Guide

Choosing a Workforce Management Solution
for Your Healthcare Facility

aps®

Your Workforce Partner

INTRODUCTION

Researching payroll and HR solutions for your healthcare organization can be overwhelming. Having the right resources can help you make a more informed decision. This healthcare buyer's guide makes the vetting process easier. It highlights critical factors addressed by best-in-class payroll and HR solutions for healthcare organizations. You'll find a list of essential features and benefits to consider in each section when comparing and evaluating systems.

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This guide offers high-level information on choosing a workforce management solution. However, it's intended to help only with your initial evaluation process. Be sure to discuss your needs and requirements with potential providers thoroughly and insist upon system demonstrations from those you're giving serious consideration.

Good luck with your search! Feel free to reach out to us for additional guidance and insights on choosing the best workforce management solution for your business.

Email us at sales@apspayroll.com or call 855.945.7921.

IT'S TIME TO MAKE PAYROLL AND HR EASIER FOR YOUR HEALTHCARE ORGANIZATION

Payroll and HR solutions for healthcare organizations can be complicated, especially when managing time tracking, labor distribution reporting, and regulatory compliance. Every healthcare organization has its system, and states may have different regulations. It's essential to find a solution that streamlines your paper-based processes so you can focus on providing quality patient care.

FACTORS TO CONSIDER

- Using a unified solution with information in a central location for immediate visibility.
- Creating and tracking various shift differential options.
- Tracking special income items, including charge, on-call, and call-back pay.
- Tracking employee hours worked.
- Managing confidential employee data.
- Staying current with compliance issues.

- Seamless screening process for qualified candidates.
- Using real-time analytics and dashboards for snapshots of your facility's performance.
- Recruiting, applicant tracking, and onboarding tasks.
- Enabling employee self-service healthcare HR solutions.
- Keeping up with federal, state, and local regulations.
- Managing company risk factors.

APS makes payroll and HR easier for ambulatory care clinics, home health agencies, assisted living residences, and other medical facilities across the nation with award-winning software and support. G2 has recognized our all-in-one solution as a Top 100 Highest Satisfaction and Top 100 Software Product based on user feedback. We're here to help healthcare organizations manage time and attendance business rules, labor distribution reporting, changing environment and government regulations, and more.

> " The APS system allows me to post a job within seconds to multiple job sites. The entire hiring process is electronic, and then it flows right into payroll with a click of a button. I can process payroll in 30 minutes versus four hours. "
>
> — *Lori Sauve, Orthopedic Surgery and Sports Medicine*

HEALTHCARE PAYROLL

Using an all-in-one payroll and HR platform allows you to stop spending your workday dealing with reactive tasks like scheduling conflicts or payroll errors with special incomes. An ideal solution provides the flexibility to manage complex payroll needs, employee lifecycle, compliance, and payroll processing in the same system.

Choose a system that helps with managing time tracking, labor distribution reporting, and regulatory compliance. What you want is a healthcare HR software and payroll service that streamlines your paper-based processes so you can focus on providing quality patient care.

Partner with a provider who automatically updates federal, state, and local tax tables and offers a built-in error-checking alert for potential issues and company policy violations.

WHAT TO LOOK FOR IN HEALTHCARE PAYROLL

- Manages various pay types, like RROP (regular rate of pay), in-charge, and department differentials, to meet your healthcare facility's needs.

- Ability to view shift differential details and make necessary edits before processing payroll for accurate paychecks.

- GPS tracking for real-time data on hourly, traveling, and remote employees.

- A self-service healthcare HR solution for employees to clock in and out on their mobile devices.

- Automated payroll data export for CMS PBJ reporting as required by Medicare-Medicaid nursing home facilities under the ACA.

- Support for hospitals and health HR administrators regarding any software-related questions.

- Automation on clock rules, including call-back pay and on-call pay.

- Electronic storage of federal and state forms like I-9s and W-4s to ensure compliance.

- Real-time analytics and dashboards to gain cross-location visibility into your healthcare organization's metrics, including turnover rates and labor expenses.

- Built-in Affordable Care Act solution to manage your healthcare organization's compliance and reporting.

- A certified team of tax experts to help you manage healthcare payroll tax compliance.

HEALTHCARE HR

HR professionals need a convenient and centralized view of their entire workforce. They need the ability to input, track, and manage workforce data easily. They also need to assign tasks, view outstanding tasks, and delegate responsibilities to managers. Furthermore, they must maintain control of these processes and streamline them when possible.

Look for a system that has a single data entry point and login. A single-system design will save you time and money by eliminating duplicate data entry and the potential for errors.

WHAT TO LOOK FOR IN HEALTHCARE HR

- Analytical tiles and dashboards that bring essential HR data to the surface, like turnover rates and overtime trends.

- Real-time data syncing between HR and payroll workflows, so information is always accurate.

- User-friendly and comprehensive benefits administration with online employee enrollment.

- Carrier connections that integrate with benefit providers to report benefits information quickly and accurately.

- The ability to track all HR information in a single system.

- COBRA administration to track qualifying events, meet coverage requirements, and reduce non-compliance fees.

- Employee lifecycle management, including performance reviews, event tracking, and asset tracking.

- Automated event tracking and management of staff certifications and license renewals.

- Role-based configuration, so admins, managers, and employees have access to the specific data they need.

- Training course management, including employee registration, tracking, and completion.

- Electronic signature feature for employee documents.

- Asset tracking for ID cards, laptops, and other types of equipment for reduced administrative burden.

HEALTHCARE ATTENDANCE RULES

Best-in-class workforce management solutions include comprehensive time and attendance that leverages manager and employee self-service. This approach will decrease labor costs and reduce your compliance risks.

Consider solutions that feature real-time view into clock-in statuses, advanced clock views, the ability to assign supervisors to employees based on company structure. Multiple time capture solutions such as biometric verification and mobile clock-in can streamline time tracking processes further.

WHAT TO LOOK FOR IN HEALTHCARE ATTENDANCE RULES

- Action and informative tiles and dashboards with essential attendance data for proactive management.

- Automates advanced clock rules for processes like call-back, on-call, and charge pay.

- Flexibility with advanced time clock rules, automatic overtime calculations for FLSA compliance, and shift differentials with the ability to override.

- Accruals tracking that automates business rules, such as length of service and maximum carryovers.

- Ability to create and assign schedules to control labor costs better.

- Electronic request and approval process for PTO management.

- e-Signature option for time cards, so employees and managers can sign them from any device.

- Locking of time card records once payroll is processed to ensure consistency with pay history.

- Daily digest emails with alerts for time off requests, missed punches, and employees in overtime.

- Time capture options for different employee types, rates of pay, departments, and locations.

- Daily labor expense reporting for better management of regular and premium pay.

- Employees have access to time cards to view hours worked and vacation scheduled with the option for editability.

HEALTHCARE RECRUITING

Managing your healthcare organization's hiring, HR, and payroll workflows in the same system eliminates duplicate data entry. A healthcare recruiting solution allows you to track candidates, as well as review applications and resumes. The hiring process is more manageable with job description templates that you can instantly tweak and post to major job search sites.

Healthcare recruiting software also provides the flexibility to choose candidates for interviews, send invitations, and reserve appointments in real-time. Streamline your evaluation process with tools that allow you to choose the right hires consistently.

WHAT TO LOOK FOR IN HEALTHCARE RECRUITING

- Automatic job posting to major websites, including Glassdoor and SimplyHired, with central management of applications.

- Optimized job postings with detailed job descriptions and one-click mobile apply integrations with sites like Indeed and ZipRecruiter to ensure the right applicants apply.

- Additional job promotion options including social media integrations, employee referrals, and email templates.

- Customizable careers page to showcase your company and make an excellent first impression.

- Mobile-optimized job applications for a more streamlined applicant process.

- Walk-in candidates can electronically apply for accurate information tracking.

- Prescreen automation to identify top applicants and remove unqualified candidates.

- Text recruiting to schedule and confirm interviews for quicker response rates.

- Streamlined interview scheduling with an in-app calendar that syncs with major calendars like Apple, Google, and Outlook.

- Candidate assessments that measure an applicant's personality and cognitive ability to make more informed hiring decisions.

- Interview guides with questions and scorecards for a more effective process.

- Comprehensive employment background and reference checks that are compliant with state and federal regulations.

HEALTHCARE ONBOARDING

A good healthcare onboarding solution ensures new employees are ready to work on day one. New hire paperwork syncs with the employee record to ensure compliance and reduce errors.

Onboarding allows for the online completion and electronic signature of new hire documents, saving you time. Consider a solution that enables you to view the status of new hire paperwork in real-time and electronically store documents in the employee's record.

WHAT TO LOOK FOR IN HEALTHCARE ONBOARDING

- Management of full-time, part-time, and independent documents in an intuitive dashboard.
- Creates manager and employee checklists for required forms and tasks to process new hires quickly.
- Determine if candidates are eligible for the Work Opportunity Tax Credit (WOTC).
- Review and sign electronic offer letters from any device.
- Functionality to electronically send new hire documents for e-Signature.
- Manager and employee checklists for required forms and tasks to process new hires quickly.
- Ability to complete and review federal and state forms electronically.
- EEOC report generation for compliance management.

WHAT IS WOTC?

The Work Opportunity Tax Credit (WOTC) is a federal program that incentivizes businesses to hire and retain individuals from certain target groups. The Department of Labor has identified these groups as facing significant barriers to employment.

Employers who hire from these demographics are eligible to claim a dollar-for-dollar reduction of their federal tax liability.

HOW DO HEALTHCARE ORGANIZATIONS BENEFIT?

- Receive a tax credit for the employees you hire
- Up to $9,600 in tax per qualified employee
- Employers can screen applicants before hiring
- Carryforward up to 20 years
- $1 for $1 reduction of federal tax liability

MOBILE SELF SERVICE

High-performance healthcare organizations seek out mobile workforce management solutions that provide manager and employee self-service options. Mobile self service empowers managers to oversee their employees proactively and make better decisions anytime, anywhere.

Employees have 24/7 access to relevant information like pay stubs, benefits, and tax forms for better engagement. Mobile self-service apps also allow managers to create autonomy for their employees while ensuring the completion of important payroll and HR tasks.

WHAT TO LOOK FOR IN MOBILE SELF SERVICE

Managers

- Ability to take care of payroll and HR tasks wherever and whenever.

- Access to time-off requests, benefits information, and a company newsfeed.

- Communicate important information in the Employee Self-Service (ESS) self-service portal with text notifications.

- Time off request alerts for immediate review and approval.

- Online performance reviews allow managers and employees to be proactive and accountable.

- Quickly view which employees are clocked in and out.

- Receive alerts for certification and license renewals.

Employees

- Ability to clock in and out from their mobile devices.

- Creating Clock Zones to define specified areas for more accurate time capture.

- Instant access to Form W-2s and 1099s for tax returns.

- Access family member details for dependents and beneficiaries.

- Receive alerts when HR tasks need completion for accountability.

- e-Sign documents, performance reviews, and time cards.

- Single sign-on for integrations with scheduling platforms.

- Ability to review direct deposit account setup.

- Ability to quickly request time off.

- Quick access to current benefits information.

HEALTHCARE IMPORTS, EXPORTS, AND INTEGRATIONS

Healthcare organizations require a variety of systems and platforms to keep their operations running smoothly. Utilizing a provider that offers a combination of system imports, exports, and integrations is essential. These configurations bridge the gap between healthcare administrative solutions and payroll and HR platforms for more streamlined workflows.

WHAT TO LOOK FOR IN HEALTHCARE IMPORTS, EXPORTS, AND INTEGRATIONS

- The ability to import time data from systems like AxisCare, CareVoyant, and AMG Time into the payroll and HR software.
- Capability to export data from the payroll and HR software into 401(k) and general ledger systems.
- Integrations that transmit data from the payroll and HR platform into third-party systems.
- Automated exports that generate a file in the payroll and HR system and deliver the information to a third-party platform like a 401(k) provider.
- Functionality to securely transmit employee demographics data into the payroll and HR software from an external system.
- Flexibility to create an import, export, or integration if one does not exist.

IMPLEMENTATION AND SUPPORT SERVICES

Consider solution providers that offer hands-on implementation and training to ensure your first payroll processes correctly. Ask if dedicated support and success teams are available to get the most out of your experience with the platform. Lastly, check to see how long the implementation and conversion process takes, so you can rapidly realize your return on investment.

WHAT TO LOOK FOR IN IMPLEMENTATION AND SUPPORT SERVICES

- Dedicated, four-person support team skilled in all product categories and available via phone, email, or support request.

- Pay history comparison against filed federal and state tax returns.

- A dedicated implementation manager who oversees the entire process and acts as a single point of contact.

- System training with your data for increased usability and adoption.

- Online training to eliminate the time and expense of travel.

- Data conversion during implementation, including payroll compliance assessment, training, parallel payrolls, and adding all current employees to the system.

- Online help center with a resource library of training materials and the ability to accept service requests.

- A proven track record for customer retention, response time, and satisfaction.

- Same-day reversal of a payroll when errors or omissions are identified after submission.

- Track all communications and requests with a historical view of outcomes.

- Lifetime customer training for optimized user experience.

- Success team dedicated to long-term system utilization and adoption.

- Access to systems specialists who are subject matter experts and can help with more in-depth questions.

HEALTHCARE SECURITY

Perhaps the most critical box you want to check on your payroll provider wish list is security.
You want to feel confident that your sensitive company data is always secure. Ensure any solution providers you're considering do not commingle your healthcare organization's payroll and tax funds with their assets and liabilities. Also, check to see if they perform a daily reconciliation of your account.

Look for a provider that conducts regular SOC 1 Type 2 audits to test the controls they have in place for payroll processing. You will also want to ask if potential providers are bonded and insured. When you entrust payroll, tax compliance, and access to your company's money to another entity, you want to know they are 100% reliable.

WHAT TO LOOK FOR IN SECURITY

- Multiple Tier 4 rated SOC 1 Type 2 compliant data centers for redundant and reliable data backup.

- 256 bit SSL extended certificate with a secure HTTPS layer for data encryption and authentication.

- Network monitoring for capacity performance and hardware failure, as well as database health.

- Regular conduction of SOC 1 Type 2 audits and reports are available.

- All employee data changes are tracked and available to view across any timeframe for a complete audit trail.

- Enhanced security measures, including two-factor authentication, mobile phone verification, browser authentication, and auto logoff.

- Role-based configuration, so managers and employees only have access to the specific data they need.

- Responsible for back-end system maintenance, upgrades, and security.

HEALTHCARE REPORTING AND ANALYTICS

Lack of access to essential healthcare metrics can result in non-compliance, penalties, and loss of business. Healthcare organizations need visibility into payroll and HR analytics to make informed decisions for the livelihood of their business.

Consider payroll and HR vendors that offer a mix of pre-built and custom reports so your healthcare organization can create analytics dashboards that meet their unique needs.

WHAT TO LOOK FOR IN REPORTING AND ANALYTICS

- Automated export of CMS Payroll-Based Journal to -Based Journal (PBJ) reporting of payroll data required by Medicare/Medicaid nursing home facilities.

- Workers' Compensation reporting of employee premium based on code.

- Reporting of gross labor expenses based on time card hours.

- New hire reporting, including department, salary, rate, and location.

- Payroll allocation report of all pay/deduction and tax items based on where income was earned.

- Reporting of all shifts where overtime occurred.

- Streamlined 1094-C and 1095-C ACA reporting.

- COVID-19 compliance and reporting for FFCRA qualified sick pay and leave.

- Tracking and managing of CARES Act tax credits, including Form 7200 reporting.

- User-level customization of management dashboards by frequency.

- Simple, pre-formatted reports for EEO-1, OSHA, VETS-100, and other reporting requirements.

- Easy-to-use custom report builder that does not require specialized IT knowledge.

- Organizational reporting across company entities.

- Automatic emailing of custom reports to decision-makers.

AFFORDABLE CARE ACT COMPLIANCE (ACA)

The Affordable Care Act (ACA) is a critical component of a healthcare workforce management solution. Consider a solution that offers comprehensive tools and features to manage ACA compliance and reporting efficiently. Ask if support services are provided in the event of ACA compliance and reporting questions.

WHAT TO LOOK FOR IN ACA COMPLIANCE

- Analytical tiles and dashboards that bring relevant ACA data to the surface like employees eligible for coverage and employees in specific measurement periods.

- Benefit plan enrollment tracking to ensure all eligible employees are receiving healthcare coverage.

- Automated tracking of employees in initial and standard measurement periods with alerts for employees eligible for ACA enrollment.

- Simplified part-time staff management so all eligible employees are receiving coverage.

- The provider handles Forms 1094-C and 1095-C annual reporting and e-filing to the IRS and generates 1095-C forms for employees.

- Provides and organizes health insurance marketplace notices for easy distribution to employees.

- The aggregate cost of health insurance reporting on Form W-2s.

- Applicable Large Employer (ALE) calculation based on ACA standards.

- Reports average hours of service for proper employee classification.

LET APS HELP YOU OUT

APS has designed our healthcare HR software for healthcare organizations to manage the employee lifecycle, compliance, and payroll processing in the same system. We understand that managing your healthcare staff's schedules and expenses shouldn't be a manual process.

Beyond that, healthcare organizations consistently partner with APS thanks to our focus on the user experience. We continually listen to our customers' changing needs and help them achieve their business goals with easy-to-use technology and responsive customer support.

Here are some testimonials from healthcare organizations that have benefitted from the APS healthcare software:

Urological Associates of Savannah, P.C.

"Before APS, we were a manual system. I am an HR team of 1, and we have 85+ staff. APS has made it easier to manage all that information! APS Hire has made a difference in our staff recruitment and onboarding processes."

— *Wendy Partain | HR and Credentialing Specialist*

El Dorado Country Community Health Center

"Our managers can easily navigate our biweekly payroll and time clock for their employees. Reports are easy to pull, and the customer service is prompt and reliable. I love how our insurance carriers are connected, which makes the payroll deduction updates seamless. In the past, our payroll department had to do this manually."

— *Heather Nelson | HR Generalist*

Pennington Facial Plastics

"APS helps with not overlooking payday. If there is a holiday and you have not submitted your time yet, they will call you as a reminder as well. It keeps down on the phone calls since you can use the live chat feature as well if you run into a problem."

— *Megan Shortridge | Front Office Coordinator*

Milestone Therapy

"Customer service is always very helpful with understanding the components of the system. I like how configurable everything is for the needs of our company. It's very convenient to generate various reports and pull up the information I need."

— *Ricardo Sanchez | HR Manager*

Great Salt Plains Health Center

"Love the support team! Anytime I have questions, their team is quick to respond, build new coding as needed, and offer a great tool for payroll processing. It's a user-friendly software that provides efficiency, secured processing and storage."

— *Hope Hartz | Staff Accountant*

We hope this guide helps you choose the best payroll and HR solution for your healthcare organization. However, please reach out if you have any questions or to request a free, personalized demo for your healthcare organization.

REQUEST DEMO

ABOUT APS

APS has a mission: to make payroll and HR easier. We provide our clients and partners with intuitive technology delivered with personalized service and support. We design our unified solution to simplify workforce management tasks. Process payroll in hours, automate HR workflows and elevate the employee lifecycle with a single-system platform. We are APS, your workforce partner.

Businesses choose APS as their workforce partner because of our focus on the customer experience. As a result, we continually maintain 98% customer retention and satisfaction rates. For more information on APS and how we can help make payroll and HR easier for your business, visit www.apspayroll.com.

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