

# How a Leading University Hospital Achieved *Efficiency* and Standardization with HR Acuity



## The Challenge

Lacking a consistent methodology for the management of employee-related events including documentation protocols, conducting workplace investigations and compliant reporting, a renowned network of hospitals was experiencing severe inefficiencies. The human resources departments at each hospital within the system were operating independently, using Excel spreadsheets, color-coded files and even handwritten notes to collect their own employee-related event data.

Compounded by differing levels of staff training, ability and experience amongst human resource units, the hospitals lacked consistency in their employee relations practices, creating potential risk to the network.

## The Results

### Standardized Processes for Consistency and Risk Reduction

HR Acuity implemented a unified framework for documentation, investigations, and compliant reporting, reducing inconsistencies and mitigating risks across the hospital network.

### Enhanced Collaboration and Data-Driven Insights

The solution enabled aggregated metrics and high-level legal overviews, fostering network synergies and preventing rehiring risks through shared visibility of employee-related event data.

### Empowered HR Teams with Training and Adoption

With over 520 hours of training and a 300% increase in utilization, HR Acuity equipped HR practitioners with the tools and expertise to handle ER effectively and consistently.

## The Solution

The hospital system turned to HR Acuity, who configured and implemented a unique SaaS employee relations risk mitigation solution. By scheduling numerous, web-based calls with all of the key HR stakeholders, HR Acuity was able to build a sense of buy-in and customization prior to implementation.

The implementation evolved as a bottom-up process driven by users. Network hospitals were able to work with a standard set of questions for an exit interview and build out the form as needed. Similarly, the proprietary methodology in the HR Acuity software assisted the hospitals in structuring consistent workplace investigations.

While personnel information remained confidential and was not accessible by other hospitals in the network, HR Acuity allowed for a high-level legal overview of the data if needed. In one situation, a hospital had terminated an employee for cause, and the top level legal and mediation groups were allowed access to information that helped prevent another hospital from hiring the same person.

HR Acuity facilitated highly interactive training sessions to almost 60 users on how to use the solution but also critical topics such as how to conduct a workplace investigation interview, how to determine the credibility of a witness, handling employee-related events, best practice investigations and documentation protocol. In total, the client received 520 hours of web-based and in-person learning time.



**The product is highly superior to others in the market. They are continually adapting and improving.**

HR Acuity provided the hospital system with a framework for standardized documentation, best practice workplace investigations, compliant reporting and a consistent employee relations process. Utilization of HR Acuity by the hospital system's HR practitioners increased over 300% in the second 6 months of the first year of use.

This led to an increase in-network synergies as hospitals gained visibility of aggregated metrics on frequency and category of employee-related event issues within the group. The better quality and more consistent documentation of employee relations issues and consistency of workplace investigation process reduced risk for the hospital system as well.

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