

RELIABLE HR FOR A HOME HEALTH LEADER

Fast growing home healthcare provider relies on ExponentHR to keep its caregivers focused on what matters most

PROVIDING HOME HEALTH CARE AT A HIGHER LEVEL

Based in Plano, TX with offices throughout the Lone Star State, Reliant at Home provides home health, hospice, caregivers, and rehab services to senior adults who need care at home. For Reliant and Home, care means more than just the services it provides, but a purposeful endeavor to fulfill a higher calling to serve others. It has been recognized as a Great Place to Work and Fortune Best Workplace in Aging Services.

CHALLENGE

Every day, Reliant at Home deploys an army of nurses, rehab therapists, and caregivers on a single mission: helping people stay healthy in their homes. The company relies on a diversity of talent to succeed, and among its 500-plus workforce you'll find a variety of job types and multiple pay plans covering hourly, per-visit, task-specific jobs, and more.

Such complexity can pose a challenge for Reliant at Home's payroll and HR managers. "Our payroll is quite intricate," says Michelle McBride, Benefits and Payroll Manager. "We have to pay nurses, field clinicians, and caregivers to do all types of visits. That means our payrolls can be complex and we have a lot of HR needs."

To keep the business running smoothly, Reliant at Home needed an exceptional payroll and HR platform—one that was easy to use, powerful enough to handle changing reporting and compliance needs, and offered great customer service to help staff solve everyday issues. But its existing HR provider couldn't keep pace. "We didn't have anybody we could call when we had a serious problem. We were always jumping through hoops with emails trying to get to the right people," McBride says.



SOLUTION

Eager for a change, the company began looking around for a better HR platform, and ExponentHR rose to the top of their list. "We were impressed by the ease of the system and the ease of reporting," McBride recalls. The switch to ExponentHR was seamless and efficient, taking just a few months to implement.

"We couldn't have asked for better hands-on training and it really helped us feel comfortable right from the start. They sat with us in our offices during the first two payrolls and we had somebody right there when anything went wrong. The whole experience was just great."

Reliant at Home deployed a range of ExponentHR solutions, including HR, payroll, implementation, and client services that helped the company stay ahead in the highly competitive healthcare industry. "We're using just about every feature except for expense reporting," McBride says.

Reliant at Home worked with ExponentHR to integrate its payroll system with the company's electronic medical records (EMR) system, which tracks visits by nurses and caregivers to patients' homes. The company generates paychecks by uploading files from the EMR into ExponentHR and then processing all payroll in the ExponentHR platform, enabling employees to eliminate manual and time-consuming time sheets. "All in all, payroll is much, much easier and faster," McBride says.

RESULTS

PREDICTABLE COSTS

After moving to ExponentHR, Reliant at Home benefited from lower monthly costs for payroll and HR services and doesn't run into unexpected charges for additional services.

BETTER ONBOARDING

Reliant at Home worked with ExponentHR to create its first-ever paperless onboarding experience for new hires, which it integrated with the platform's applicant tracking system (ATS).

RESPONSIVE CUSTOMER SERVICE

After the move to ExponentHR, managers at Reliant at Home say they've experienced significantly better customer service.

DELIVERING NEW SERVICES

To meet changing business needs, Reliant at Home regularly calls on ExponentHR to design and deliver new HR and payroll services. Among the services introduced on the ExponentHR platform are an onboarding program for new hires, performance reviews to help motivate employees, and HR reporting to drive better decision-making and compliance.

PRIMING FOR GROWTH

ExponentHR's transparent and predictable pricing allows Reliant at Home to confidently grow its business—for example, if it decides to acquire a new company and needs to expand its payroll and HR services.

"They had the ability to do everything we need," McBride says. "They will work through any situation to figure it out. That's what we really like about them. They'll come out to our office and brainstorm with us. They're really hands on."

HIGHLIGHTS



Managed complex mix of employee job roles



Eliminated manual time sheets



Integrated payroll with electronic medical record system



Launched new-hire onboarding program



Controlled costs with transparent pricing



Access to improved customer service

ExponentHR SOLUTIONS

- > Payroll
- > Time Tracking and Attendance
- > Performance Management
- > Employee Onboarding
- > Employee Communications (email and text)
- > Paid Leave Tracking
- > Cost Allocation and GL Mapping
- > Workplace Safety/OSHA
- > Custom Reporting and Analytics

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Michelle McBride, Benefits & Payroll Manager, Reliant at Home

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