Pay Extra Attention to the Lyrics: Selecting Your Post-Acute Care HCM Provider

Selecting the right payroll and HCM software is a critical decision for your agency or facility,.

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Are you ready to embark on the journey of selecting a new payroll and human capital management (HCM) provider for your agency or facility? While it may not sound like as much fun as looking for tickets to your favorite band at first, moving from a “just ok” to a great HCM provider can feel like a breath of fresh air. Choosing the right software is critical. It can give admins more time to focus on other parts of their jobs, elevating not just the logistics side of HR but cranking up the volume on the entirety of their responsibilities.

Write Their Own Music

All music is great, but most would agree there’s a difference in pedigree between original and cover bands. Similarly, when selecting a payroll provider, understanding whether they own or license their

software can be an important distinction. You may not have even realized that some providers don't own their own software, but the details matter! Providers who own and develop their own software have greater control in tailoring their software to filling your unique, industry-specific needs. This means that updates are more frequent, problems get fixed faster, and your feedback on desired features are more likely to be implemented sooner. Providers who license their software may be limited in their offerings, as well as the ability to provide unique advantages to your industry.

In Tune With Your Needs

While there may be an occasional musician who can handle playing every genre of music with every instrument – it's safe to say that's very rare. Most often, a musician excels on a few instruments and hones in on a particular genre. The same goes for HCM providers. General market players who handle everything from restaurants to manufacturing to retail don't exactly get the nuances of post-acute care. From payroll compliance, like retroactive pay, multi-rate overtime, and internal expertise on industry-specific requirements, to thought leadership on challenges in finding and retaining caregivers, there's a big difference between a system that can accommodates post-acute care versus one that's built for it.

Harmonize Your Systems

Imagine a band trying to create a new hit song, but they can't communicate directly with each other. Instead, they rely on an assistant to run between buildings, relaying information to the other band members one at a time. Sounds a lot like the challenges post-acute care organizations face when they have different software platforms that can't communicate. Without integrations between software, you end up becoming the assistant, needlessly transferring data from your onboarding software to your payroll software, your general ledger software, etc. Your payroll and HCM software should have the capability of integrating with the other pieces of your HR suite. Whether that's via built-in official integrations between software or an open API that allows other software to communicate with your HCM software, you should expect that your data can flow seamlessly between the platforms you use. Why is this a big deal? By harmonizing your systems, you gain two large advantages. The first is the amount of time saved by being able to automate the transfer of information between software. Data entry is time consuming. This time would usually be better spent working on the many parts of HR that require a human touch. The second is the reduced likelihood of human error affecting the information stored in your software. The more times someone needs to interact with a process manually, the more opportunities there are for honest mistakes to occur. Automating the transfer of data between systems solves both potential issues.

Find Your Support Crew

As an HR rock star, you may be the star of the show, but that doesn't mean you don't need people working in the background to help support the performance. Like a dedicated road crew, the client service of your chosen payroll and HCM provider is important for getting past potential roadblocks. In-house client service teams are more likely to have deeper knowledge and access to software than an outsourced team. They may also be able to provide faster responses to complex or unique scenarios due to increased access to internal resources. Not only that, but what do retention numbers look like. Knowing how your peers feel about the service organization supporting one of the most important areas of your business matters.

The Music Is in the Details

Selecting the right payroll and HCM software is a critical decision for your agency or facility. Paying extra attention to the lyrics – or in this case, the key differences between payroll and HCM providers – can be the difference in admins struggling to keep up with HR responsibilities or handling their workload with confidence. After all, this is the central hub of your HR operations. Issues that arise with your payroll and HCM software can leak into all aspects of HR's functions. Find out how Viventium checks the boxes, letting you take your HR operations to another level. Forever rocking out with you, Viventium is here to help.

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