



Multi-Office, Physician-Owned Clinic Uses UKG Pro to Improve Employee, Patient Experience

The Iowa Clinic has over 1,000 employees, which includes more than 250 physicians and healthcare providers. The clinic's physicians practice more than 40 specialties in 10 locations.

Employees: 1,080
Industry: Healthcare

Top Challenge

Prior to UKG Pro, the company's inefficient HCM solution required many tasks to be completed on paper, and it lacked the analytics capabilities the company needed to optimize operations.

Solutions

With UKG Pro Onboarding, new hires can complete all their paperwork electronically before their first day, including reading and acknowledging company policies.

Processes have markedly improved over prior paper transactions, which often resulted in delays and misunderstandings.

Results

Company can welcome new employees with a conversation about culture and make them feel like part of the family from day one.

By improving the employee experience, company has improved the patient experience.



Key Benefits

- UKG Pro expedites physicians' administrative responsibilities, letting them spend more time with patients
- UKG Pro Onboarding has transformed the company's paper-heavy process
- UKG Pro's business intelligence solution gives company clear visibility into human capital transactions

"We're not saving lives in HR, but our physicians are, and so we're delighted that UKG Pro expedites their administrative responsibilities."

Renee Gibson, Director of Human Resources

Challenges

Prior to UKG Pro, formerly UltiPro, the company's inefficient HCM solution required many tasks to be completed on paper, and it lacked the analytics capabilities the company needed to optimize operations. The Iowa Clinic sought a new solution that could automate and ensure compliance at each clinic.

Solutions

"We're not saving lives in HR, but our physicians are, and so we're delighted that UKG Pro expedites their administrative responsibilities," said Renee Gibson, director of human resources at The Iowa Clinic. "Thanks to UKG Pro's direct access, our physicians can change their address, update their W-4s, or print their W-2s with a couple clicks. With UKG Pro, they can spend more time with patients and less time on administration. By improving the employee experience, we have improved the patient experience as well."

Gibson noted that one of the ways UKG Pro has driven productivity for The Iowa Clinic is through UKG Pro Onboarding, formerly UltiPro Onboarding, transforming its paper-heavy process.

"With UKG Pro Onboarding, our new hires can complete all their paperwork electronically before their first day, including reading and acknowledging our company policies," said Gibson. "As a result, we can welcome our new employees with a conversation about our culture and company and make them feel like part of the family from day one."

"UKG Pro's business intelligence solution gives us clear visibility into our human capital transactions."

Renee Gibson, Director of Human Resources

Results

According to Gibson, HR has leveraged UKG Pro to not only boost the employee experience, but also to achieve operational improvements.

"UKG Pro's business intelligence solution gives us clear visibility into our human capital transactions," said Gibson. "For example, we have configured UKG Pro to send alerts when a salary change is made, identify who made the change, and confirm the approval path—and we document this data automatically. Our processes have markedly improved over our prior paper transactions, which often resulted in delays and misunderstandings."

