



# Swedish Covenant Hospital Achieves Strategic HR after switching to UKG Pro

Serving the residents of Chicago's north and northwestern communities for more than 120 years, Swedish Covenant Hospital promotes positive lifestyles and provides excellent, compassionate care.

Operating under the auspices of the Evangelical Covenant Church, the organization offers a full range of medical services—biological, psychological, social, and spiritual—and treats the whole person throughout the healing process.

Employees: 2,400

Industry: Healthcare Services

## Top Challenge

Swedish Covenant Hospital was unhappy with the customer service and HR functionality provided by the payroll service bureau it had been using. The organization needed a comprehensive solution with unified functionality for HR, benefits, and payroll.

## Solutions

Managers have 24-7 rights to details about their associates, such as employee leave of absence reports, performance review histories, and employee profiles.

UKG Pro's feature for benefits enrollment lets employees make their choices online.

## Results

Total compensation statements in UKG Pro are a big success because associates have visual proof that they receive much more than a salary from the company.

Moving data from paper to electronic forms has given the HR team more time for strategic practices.



## Key Benefits

- Automated many paper-based processes
- Improved the integrity of employee-related data
- Developed online compensation statements for its workforce

“Before UKG Pro, we could not be confident that our workforce information was up to date. Now we know it's current because the responsibilities for maintaining that information has been moved to the people who know it best —our employees themselves.”

Michelle Aronson, Director of Human Resources

## Solutions

Swedish Covenant switched to UKG Pro, formerly UltiPro, and then introduced Web self-service to managers and employees in 2005. Today, managers have 24-7 rights to details about their associates, such as employee leave of absence reports, performance review histories, and employee profiles.

Employees can see personal information, current and past compensation records, and the status of their required annual validation that includes mandated certifications, health tests, and licensures.

“Before Pro, we could not be confident that our workforce information was up to date. Now we know it’s current because the responsibility for maintaining that information has been moved to the people who know it best—our employees themselves,” said Michelle Aronson, director of human resources at Swedish Covenant.

“This has reduced the amount of questions we receive and allowed us to direct our efforts to more strategic projects. Pro’s Web functionality is a great service for our employees and managers because they can get information when they need it from any location with an Internet connection.”

Another project that Aronson believes is adding value to Swedish Covenant is her team’s handling of benefits enrollment through Pro.

Piloted at Swedish Covenant in 2006, Pro’s feature for benefits enrollment lets employees make their choices online. Once approved, selections and changes are finalized in Pro and then electronically transmitted to benefits carriers—significantly reducing data entry and errors.

“Before managing benefits enrollment through Pro, we used to fax benefits updates to our benefits providers throughout the year, but weeks or even months later, we would sometimes find out that the insurance carrier never received the fax,” said Aronson.

“Because we can now export a file for providers with weekly modifications, we know when the file was sent, what it contained, and when it was received. Pro also lets us know if there are any problems with the transmission. Our previous difficulties are a thing of the past.”

“This process has made things easier, not just for HR but also for our employees because there are now fewer snags.”

## Results

Because Swedish Covenant cares about employee satisfaction, the healthcare organization wanted its employees to see the value of their total compensation packages, which include both wages and benefits paid for by the hospital.

“Our total compensation statements in Pro are a big success because our associates have visual proof that they receive much more than a salary from us,” said Aronson.

Moving data from paper to electronic forms has given the HR team more time for strategic practices while providing greater convenience, accuracy, and security to employees.

