Industry: Healthcare Technology **Location:** Jacksonville, Florida **Employees:** 101–350 **Solutions:** Employee Satisfaction, Employee Wellbeing, Performance Management, Payroll

See how BambooHR helped Forcura elevate **employee experience** and prioritize the mental health of its employees and become a platinum-level recipient of the Bell Seal for Workplace Mental Health national certification, awarded by Mental Health America.

75% ENPS PARTICIPATION

with a score of **76!**

Reduced time spent on payroll tasks

BY 10% AND ASSOCIATED COSTS BY 35%

CONSISTENT

4.5 out of 5

EMPLOYEE WELLBEING PULSE SURVEY SCORES

Contributors: Jocelyn Donahue, VP of People • Kate Warnock, Senior Director, Brand Strategy and Comms • Elizabeth Watson, Recruiter • Phil Austin, Sr. Manager of the People Team

forcura®
Connected Care For Better Performance.

About Forcura: Founded in 2012 with a mission to empower better patient care, Forcura's healthcare coordination platform helps over 900 providers across more than 8,000 locations reduce administrative expenses, optimize their revenue cycle management, and deliver better clinical outcomes.

About the Bell Seal Certification for Workplace Mental Health: Organized by Mental Health America (MHA), the nation's leading nonprofit dedicated to mental health research and advocacy, the Bell Seal for Workplace Mental Health national certification program takes the entire employee experience in consideration and evaluates employers based on four categories: workplace culture, benefits, compliance, and wellness programs.

"**Prior to me joining Forcura in 2017,** our HR system was Post-it notes and spreadsheets that everyone kept on their desks. I brought in BambooHR after vetting different companies and couldn't be happier with the decision. It was a game-changer on every front."

Jocelyn Donahue | VP of People | Forcura

Challenges

Paper-Bound Processes with No System of Record

"When I started in 2017, we had no system of record. Everything was on paper when it came to HR. We were tracking things in spreadsheets and printouts, which was ironic considering we're a healthcare technology company that's trying to disrupt the paper industry and move medical information and data electronically." — Jocelyn

Building an HR Department from the Ground Up

"I was brought in with zero HR experience to build an HR department from scratch. After struggling for days just trying to make an org chart for our 17 employees at the time, I thought, 'This is ridiculous. No one can ever leave and no one can ever come, because I don't know how to make these updates.' There had to better systems out there, and we needed something that would serve us at the time plus literally hold my hand and walk me through what HR would need as we grew." — Jocelyn

Post-COVID Mental Health and Wellness Struggles

"If companies aren't thinking about employee mental health, they are so far behind the eight ball. Especially post-COVID, there's been such an increase in anxiety and depression, not to mention acknowledgment of neurodivergence. You are behind if you're not looking at the employee experience and the role and responsibility of the employer in addressing these challenges. I can't imagine working for a company where that isn't a priority. The generations coming up in the workforce today are going to demand it." — Jocelyn

New Parents Weren't Returning After Parental Leave

"Frankly, we didn't have a good rate of people returning after maternity leave. They would take their time and not come back. The goal is to give them the time they want with their growing families, but then encourage them to come back. We want them back!" — Jocelyn

Pressure to Hire and Retain Quality Engineers

"Burnout was a concern, especially through the pandemic. We're not a technology company without our engineers, so protecting them from burnout and focusing on retention was so incredibly important, because it's hard to replace good talent on the engineering side." — Kate

Solutions

A Game-Changer on Every Front

"BambooHR was a game-changer on every front. We were very much in startup mode, and it took us from Post-it notes and untrackable conversations with managers to having all of our information in a centralized place. Now it's our official recordkeeper. It facilitates communication between managers and team members and keeps it with all of our other employee information. No more hunting things down in a file somewhere. It's all at our fingertips." — Jocelyn

Time-Saving Ease of Use

"I've used lots of different systems throughout the years and BambooHR is by far the most intuitive, user-friendly system. Most other systems are very difficult to configure and customize, but I can make a change in BambooHR in less than five minutes that meets our needs and gives us what we're looking for. I love it for its ease of use. Our employees love it. They embrace it. In fact, when I was a new employee, I quickly picked it up within a couple of days." — Phil

Makes Managers' Jobs As Simple As Possible

"The user interface in BambooHR is incredibly intuitive. It's easy to navigate and I'm not spending lots of time on wasted clicks. That's another thing we as a technology company really appreciate for our users—the efficiency of a task. You want it to be a very seamless transaction, and I consistently have that experience in BambooHR. That's what an HR platform should do for managers—make our jobs as simple as possible. And BambooHR certainly does that." — Kate

HR Software that Reinforces Company Culture and Values

"BambooHR is a great tool that reinforces our culture—if there's a policy we need to see, a standard we need to uphold, or a practice we're expected to routinely follow, this is the tool that allows that to happen. Everyone manages using BambooHR Performance Management, which is great for a consistent managerial presence. We've really focused on reinforcing our managers' skillsets within the last two years, so we can have a better, happier, more functional organization. And BambooHR really empowers that." — Kate

"Transparency is one of our five core values at Forcura, and BambooHR allows us to have transparency between managers and team members." — Jocelyn

Solutions

A More United Hybrid Workforce with Peer Feedback

"We really use and push peer feedback, and people take it very seriously. Since we're hybrid now, it's so incredibly helpful to get a pulse on who our A players are and where there are concerns or issues. It's all there, captured in one place with one tool that everyone is using. We don't have to go to a different system to do our performance management." — Jocelyn

Improved Engagement with Goals and Milestones Features

"Milestones break your goal up into mini goals. It's measurable and updates your percentage complete. Our employees love it because it takes some of the guesswork out of the percentage complete timeline. And our managers love it because they can look at it and know where an employee is within that goal itself. And it makes writing your mid-year and end-of-year reviews really easy." — Phil

Building New Managers' Skill Sets with a Research-Backed Tool

"Managing is a skill that's in addition to your everyday job, and sometimes you'll have a manager that's early in their career. It's so helpful to have BambooHR as the tool to help them build their manager toolkit. You can read all the books in the world, listen to all the podcasts, but BambooHR has done the research and it's teed up the managerial practices that have gotten us where we are today. It feels like the click of a button and it's been really, really helpful." — Elizabeth

Employee Satisfaction and Employee Wellbeing as Vital Success Metrics

"Shortly after BambooHR launched Employee Satisfaction, consistently improving our eNPS has become a company goal. That's the number report to our funding partner—both our participation percentage and our actual score. Every department wants to get to 100% participation. Employee Satisfaction and eNPS have been a one million percent game-changer." — Jocelyn

"Employee Wellbeing's monthly pulse surveys break the demographic down into age groups and into departments, so we can quickly see if there are any issues we need to address. We run pretty consistently around a 4.5 monthly. So if we see a score that's a 3.5 or a 3.0, that's an easy indicator for us that a certain department or group needs a little extra attention to resolve something. Those are great indicator scores for us." — Phil

A Bell Seal Award-Winning Employee Experience Strategy

"We use eNPS to plan our People Team goals for the quarters that follow it. We slice and dice the data. We read the feedback—boy, do we read the feedback—and then we use that to inform how we program the remainder of the year. We also love the monthly touch points with Employee Wellbeing. The eNPS happens twice a year, and then the monthly touch points tell us how we're measuring up against the work we've put in, in response to the eNPS. We've also brought back stay interviews, which we'd started in 2020 when everyone was at home. And we brought that back to address the loneliness epidemic that's facing our country right now. We do focus groups. But it all comes back to our system of record. How are all of our efforts showing up in the eNPS?" — Elizabeth

Extremely Easy Reporting and Compliance

"Leadership loves seeing the Employee Satisfaction and Employee Wellbeing statistics. They love seeing the comments. And compliance-wise, when we're in the middle of an audit, it's extremely easy for me to just log into BambooHR and grab what I need." — Phil

"We report to a board now and (like any board) they like numbers. The reporting feature makes it really clean and easy to pull all the pertinent information, whether it's number of candidates, interviews, callbacks, demographics. It's really helpful." — Jocelyn

Employees (and the Finance Department) Love Payroll

"It was a journey getting our finance team on board with BambooHR Payroll. But finally, the numbers talked louder than anything— BambooHR was less expensive when adding Payroll than it was using our previous payroll provider. And you have great customer service. That was a real differentiator for them, too. And it's been great! We count that as a real success." — Jocelyn

"Payroll has been so well-received by our other team members, too. They love getting their pay stubs and the fun facts at the bottom. There's increased transparency over our previous system, and I've heard really good feedback from our users, which has been good." — Elizabeth

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See how BambooHR can set you free to do great work!

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