

The Physicians of Children's Hospital of Orange County Operate Successfully With Sage Abra Suite

Children's Hospital of Orange County Pediatric Subspecialty Faculty (CHOC-PSF) is a vital organization that employs the physicians associated with this world-class hospital facility. CHOC-PSF provides the full spectrum of pediatric subspecialty clinical services, from basic care to leading-edge treatment for diseases and medical conditions affecting children. Comprised of more than 150 nationally recognized pediatric subspecialists, CHOC-PSF physicians provide expert, innovative, and compassionate care for infants, children, and adolescents.

While the physicians of CHOC-PSF are performing their vital work, they can be confident in the knowledge that their human resources management is being professionally handled with Sage Abra Suite.

Building HR Efficiency

When Ellie Ghotbi joined the organization as its director of human resources, no formal HR department existed. "There were several staff members that handled HR functions as part of their other roles," Ghotbi recalls. "There was no HRMS, so everything was paper-driven. HR was well documented, but there was no formal process or procedures in place."

Ghotbi began her new role by researching available solutions and defining the organization's needs and requirements.

"I reviewed several HRMS packages, including PeopleSoft and UltiPro, and determined that Sage Abra Suite is the best fit for us," she says. "Overall, each HRMS offered a similar set of features, but Sage Abra Suite looked to be the easiest to use, easiest to tailor to our workflows, and it offered the best pricing structure."

Empowering Staff While Reducing Overhead

The Sage ESS module has proven to be the most transformational for CHOC-PSF. "Before, everything was stored as paper, so it was difficult and cumbersome to organize the myriad of documents associated with each physician's employment," Ghotbi explains. "When a physician wanted to see their offer letter, for example, we would have to search through paper files."

Today, physicians can access much of their employment-related data directly through the secure Sage ESS portal. Correspondence and forms are electronically attached to the employee records for easy recall by the physicians or their authorized assistants. They can see available vacation time and initiate time-off requests, which are then routed to their division chief. Benefits data is available for viewing and update, and links provide a quick method to access the providers' websites.



CUSTOMER

Children's Hospital of Orange County Pediatric Subspecialty Faculty

INDUSTRY

Healthcare

LOCATION

Orange, California

NUMBER OF EMPLOYEES

150

SYSTEM

Sage Abra Suite

- Sage Abra Suite HRMS
- Sage Employee Self Service (Sage ESS)
- Sage Benefits Enrollment

CHALLENGE

CHOC-PSF had no dedicated HR staff and relied on paper files to track the sensitive HR and benefit data for its 150 physicians.

SOLUTION

Sage Abra Suite was selected over PeopleSoft and UltiPro for its comprehensive feature set and competitive price point.

RESULTS

Sage ESS empowers employees to view and update their own data, freeing HR resources. Software paid for itself in labor savings. Transparency and security of data builds confidence among employees. Paperwork eliminated in favor of electronic file storage.

“Sage ESS empowers the physicians with information they didn’t have access to before,” says Ghotbi. “They are very pleased, and we are able to focus on other things besides simply fulfilling information requests.”

Streamline Open Enrollment

This coming year, CHOC-PSF will roll out its open enrollment process using the Sage ESS and Sage Benefits Enrollment modules. “We are really looking forward to this,” says Ghotbi. “It will eliminate a tremendous volume of paperwork and make the whole open enrollment process go more quickly.”

Ensure Compliance

The configurable workflow within Sage Abra Suite has allowed CHOC-PSF to set up a customized new-hire checklist that lists all of the steps and processes required. The checklist can be worked through entirely electronically, with employees reviewing electronic policies and procedures and even digitally acknowledging their W-4 data. “It literally walks them through the process so nothing is overlooked,” explains Ghotbi.

The program also helps to ensure compliance. For example, according to California law, all employees are required to receive two hours of sexual harassment training per year. Using Sage Abra Suite, CHOC-PSF is able to track and monitor the training. The system also sends automated notifications to employees who are due to attend training.

Reducing Costs and Building Confidence

CHOC-PSF is able to run its busy HR department with just Ghotbi and one half-time assistant. “Sage Abra Suite has helped us reach a very high level of efficiency. We are able to satisfy a large group of constituents with a very lean staff.”

“Sage Abra Suite has already paid for itself; the initial cost was less than paying another full-time employee,” says Ghotbi. “That is what we would have needed to do without the efficiencies Sage Abra Suite brings to CHOC-PSF. Now the real savings begin.”

“Sage Abra Suite has already paid for itself; the initial cost was less than paying another full-time employee.”

Ellie Ghotbi
Director of Human Resources
Children’s Hospital of Orange County
Physicians Subspecialty Faculty

In addition to cost savings and overall efficiency, Ghotbi feels that Sage Abra Suite gives employees confidence in the security of their most sensitive data. “We have made HR a more transparent function while improving the security of the data,” says Ghotbi. “Employees have taken ownership of their information; they can securely access it anytime of the night or day.”

About Sage

Sage is a leading global supplier of business management software and services for small and mid-sized businesses. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs more than 12,300 people and supports more than 6 million customers worldwide. For more information about Sage in North America, please visit the company website at www.SageNorthAmerica.com. Follow Sage North America on Facebook, <http://www.facebook.com/SageNorthAmerica>, and Twitter, <http://twitter.com/#!/sagenamerica>.