Healthcare company scales automation throughout its HR organization with Catalytic

CHALLENGE

Needed to increase its HR employee capacity to do more high-value work

SOLUTION

Deployed Catalytic to scale automation

IMPACT

Significant time savings realized immediately and an improved employee experience

INDUSTRY
Healthcare

LOCATIONS
Multiple campuses

EMPLOYEES
65,000+

PATIENTS
More than
1 million people
each year

Setting up for automation success

In order for this healthcare company to meet the evolving needs of its employees, residents, and patients while providing cutting-edge research and treatment, it set out to optimize its own internal business operations.

In 2017, the company's HR organization began to explore the potential of automation and cognitive technology within its department, with three goals in mind. The top goal was to give its HR team of 600-plus the opportunity to do more meaningful work. There was a significant amount of routine work required to execute on its HR strategies, keeping the team from doing more impactful work and hindering the experience of its employees. The other goals are to reduce risk—given the company operates in a highly regulated industry—and deliver a higher level of service.
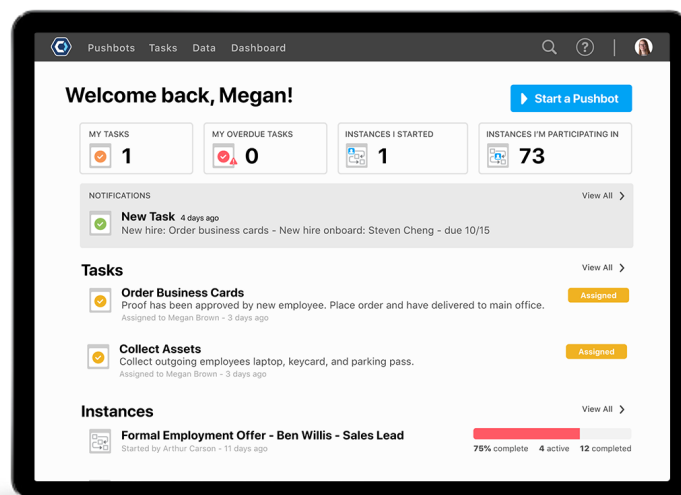
"We're on an exciting automation journey with Catalytic. We have an easy, reliable, and well-understood process in place that allows us to effectively scale our automation efforts."

- Lead for new technologies, HR

Implementing a cloud-based automation tool would also allow the company to achieve higher-level goals, including utilizing the data for high-value analytics and cognitive use cases as they scaled. The team set out to find a long-term technology partner, ultimately selecting Catalytic for its ability to deliver in five key areas:

1. **Ease of building processes and learning the platform**
2. **Simple system integration**
3. **Flexibility and configurability**
4. **Secure cloud platform**
5. **Employee experience**

Last year, the company's HR team moved forward with its first use case, automating the process of cascading company performance goals for the top 250 leaders of the institution.

With Catalytic, goals are now auto-populated based on data in its systems. Users are automatically reminded to review their goals prior to quarterly reviews. Overall, the new process enforces goal standards across business units, roles, locations, and managers, but is flexible enough to adapt the process to changing needs.
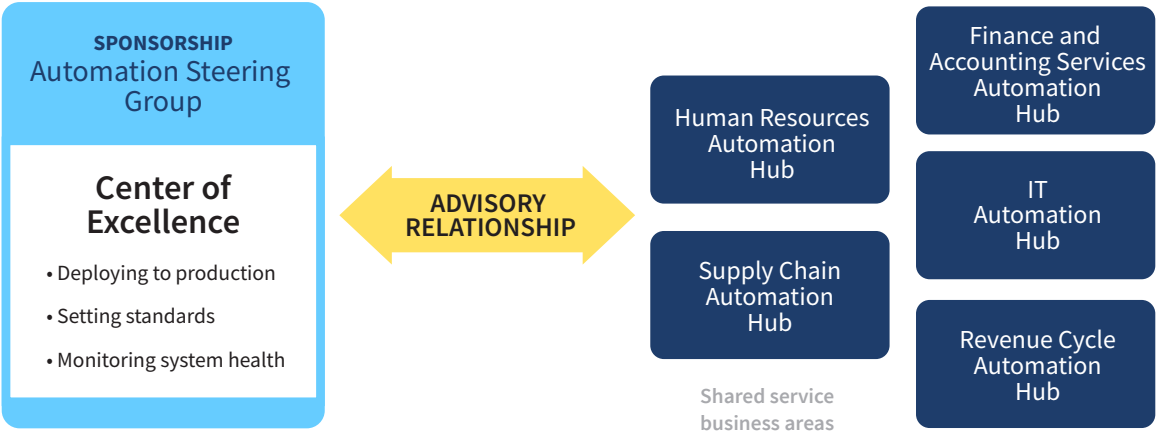
The results

Within the first six months, this healthcare company **automated 4,000 hours worth of work.** By extending its use of Catalytic to additional processes, the team has **increased its time-savings to 40,000 employee hours.**

Today, three employees are doing the work that equated to the work of 25 employees, pre-automation. With increased capacity, the team is able to reallocate those employees' time to take on more value-added, strategic initiatives for the organization.

Scaling Catalytic across the company

How did the team go from 4,000 to 40,000 hours of saved employee time? Establishing a Center of Excellence allows the company to build on the HR team's success. Developing a formal automation governance model also puts parameters in place to help the company scale automation in an organized, thoughtful way across the business.

SPONSORSHIP
Automation Steering Group

Center of Excellence
- Deploying to production
- Setting standards
- Monitoring system health

ADVISORY RELATIONSHIP

Human Resources Automation Hub

Supply Chain Automation Hub

Shared service business areas

Finance and Accounting Services Automation Hub

IT Automation Hub

Revenue Cycle Automation Hub

To determine which processes are next, this company evaluates each one against both the potential benefits and the effort it would require to automate it.
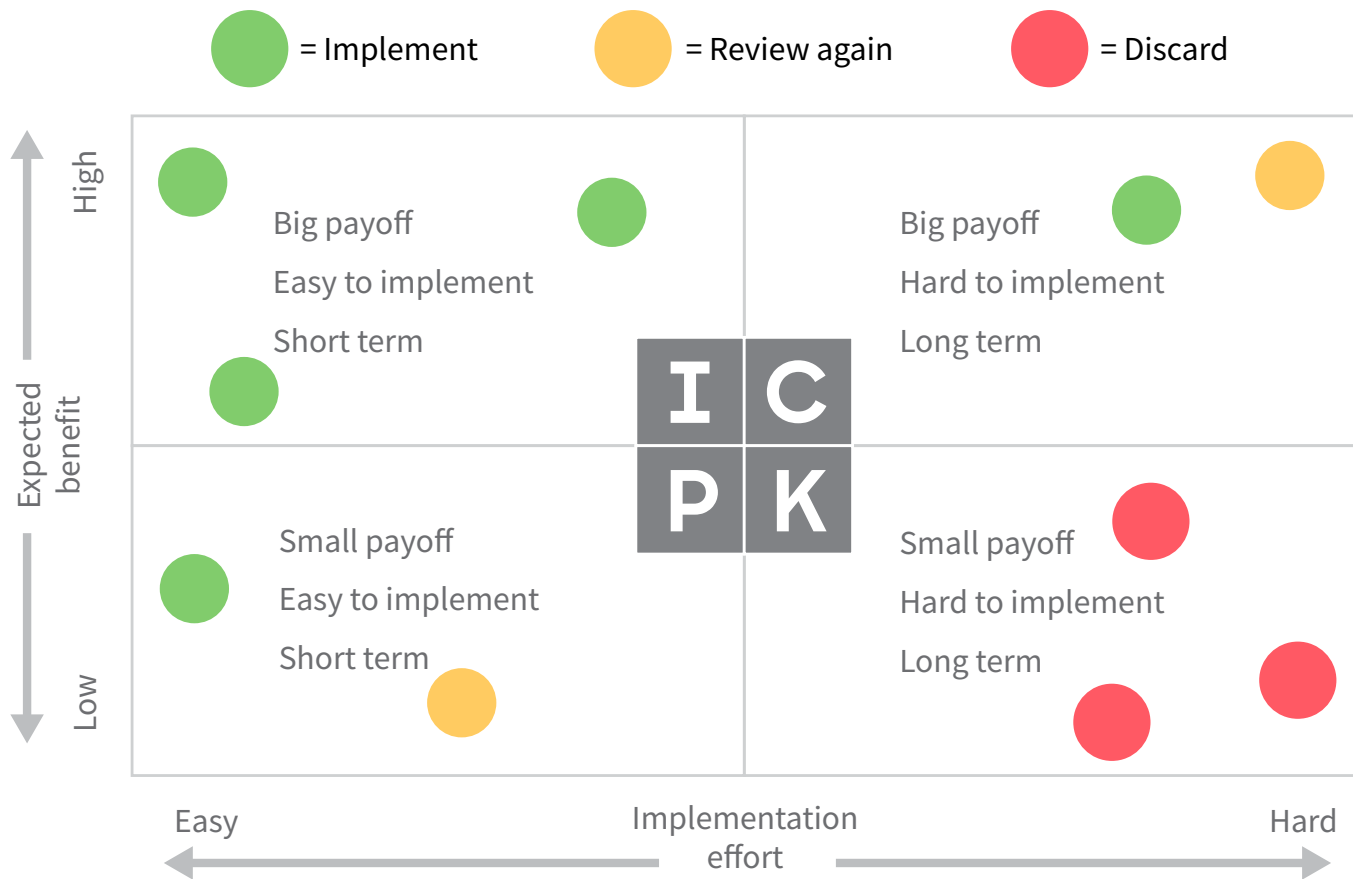
EXAMPLES OF BENEFITS:

- Risk reduction
- Increased productivity
- Increased data integrity
- More reliable
- More accessible
- Easier to use
- Time savings

EXAMPLES OF REQUIRED EFFORT:

- Regulatory
- Change management
- Project efficiency
- Integrations needed
- Vendors needed
- Build effort

It then assigns points based on the anticipated benefits and expected effort, and uses a PICK (Possible-Implement-Challenge-Kill) chart to determine a plan to move forward.

● = Implement   ● = Review again   ● = Discard

Expected benefit (High → Low)

	Easy implementation	Hard implementation
High	Big payoff / Easy to implement / Short term	Big payoff / Hard to implement / Long term
Low	Small payoff / Easy to implement / Short term	Small payoff / Hard to implement / Long term

I C
P K

Implementation effort (Easy ← → Hard)

With a thoughtful strategy, the HR team is now in the process of scaling Catalytic to areas like succession planning and leadership development to administrative processes like certification renewals and payroll reimbursement. Here's a few more examples.

Health center membership/freeze notifications

Workflow

The process for employees to sign up and freeze their memberships is now completely online. This eliminates 2,600 annual hours of manual, administrative work and creates an easier, more convenient process for employees.

Motor vehicle renewal process

Document processing

Automating this process saves 1,300-plus hours per year in manual review, correspondence, and follow-up communication by the HR team, and makes it easier on employees.

Employee transition assistance

Master data management

When employees move to different roles, divisions, or departments within the company, they're supported by an internal team to ensure a smooth transition. Automating components of this, including collecting information and sending communication, creates a more efficient process that saves several thousand hours of time while improving the employee experience.

How can HR teams use Catalytic?

- Sourcing
- Learning
- Compensation
- Self-Service
- Recruiting
- Management
- Wellbeing
- Compliance
- Assessment
- Career development
- Productivity

What's next?

While the HR team continues to scale Catalytic, its success has spurred the entire company's digital transformation into action. Other teams have begun their automation journeys, following the same governance model to ensure efficiency and scalability. Today, 10 centralized builders across two main departments have been trained and certified by Catalytic, with more to come.

Get incredible results like other Catalytic customers.

See a demo

Get a free consultation from an automation expert and start building.

1-844-787-4268 • go@catalytic.com • catalytic.com

Catalytic