

Onboarding

Case Study

Client

RehabCare specializes in partnering with healthcare providers to deliver valuable, innovative rehabilitation programs that meet the needs of the community.

Challenge

RehabCare recognized the need to improve efficiency in regards to the processing of their new hire packet. As with most paper-based processes, there were concerns related to compliance, consistency, and control.

Solution

RehabCare partnered with TALX to implement their Onboarding solution which automated their new hire packet into a paperless, streamlined and centralized process where the new hire could review and complete required information online at their convenience.

Results

As a result of the implementation, RehabCare successfully reduced their bulky twenty-plus page new hire packet to a simple welcome letter and orientation sheet with the rest of the packet fully automated and online. With documentation now completed online, the system was centralized and streamlined, paper and shipping costs were reduced, error-prone manual entry was eliminated, and processing time was saved.

RehabCare

Client Profile

RehabCare specializes in partnering with healthcare providers to deliver valuable, innovative rehabilitation programs that meet the needs of the community. With more than 25 years experience, RehabCare is a leading provider of physical rehabilitation program management services in over 1,200 hospitals, nursing homes, and other long-term care facilities throughout the United States. RehabCare also owns and operates freestanding rehabilitation and long-term acute care hospitals.

Challenge

RehabCare recognized a need for a more efficient process for new hire employment documentation. Operating over 900 locations at the time, the administrative burden of managing more than 100 decentralized hiring transactions each week was becoming a major concern. The paper-based process entailed mailing a thick packet of more than twenty documents to the prospective employee for him or her to review, complete, and return via mail or fax. Like most companies, RehabCare's new hire packet was a combination of documents to address statutory requirements such as Form I-9 and Form W-4, payroll and HR data collection for personal information, emergency contacts, direct deposit, and communication of the company's business and employment policies. Additionally, each state required specific documents to be included, resulting in unique state-specific packets. Most forms required redundant entry of personal information and some type of signature acceptance.

The completed new hire packets were received by RehabCare's HR service center for subsequent processing. As with most paper-based processes, there were concerns related to compliance, consistency, and control. RehabCare was also concerned that tighter controls could impact their field managers' ability to focus on other priorities. Their ultimate goal was to streamline the process into a centralized system that would speed up the onboarding process, replace the bulky paper packet with a paperless version, reduce shipping, printing, and storage costs, and at the same time increase accuracy and compliance across their dispersed locations.

Solution

Already a client of the TALX unemployment services, RehabCare opened up communications to discuss their challenges. TALX's expertise with automating paper-intensive processes and focusing on supporting clients with decentralized operations for thousands of annual hiring transactions was appealing. Business Analysts from TALX began a collaborative process with RehabCare to review their

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new hire packet, determining which documents needed to be signed, initialed, or simply reviewed by the new hire. They also analyzed which states had unique documentation that needed to be supported. TALX then transformed RehabCare's new hire packet into a Web-based program, with content configured to each location and job code.

Within months, RehabCare went live with the TALX paperless solution. Each new hire would now be assigned a specific user-ID and password that allowed them to access their new hire packet online at their convenience. Since the Web-based employment center featured RehabCare's brand and content, TALX's role as the Application Service Provider (ASP) was essentially transparent to the new hire. As the new hires completed their online packet, key pieces of personal information would be auto-filled into the appropriate forms, eliminating redundant data entry and error-prone manual processes. HR representatives at RehabCare were also able to monitor, in real-time, the new hire's progress with completing tasks and documentation.

Results

As a result of the implementation, RehabCare went from a bulky paper packet of over twenty documents being mailed round-trip to each new hire, to a single welcome letter and orientation sheet. Every other document was now automated, including state-specific documentation, and the process could be accessed by both parties online, at their convenience. The time it took to complete the new hire documentation, which would often take weeks, could now be done in a matter of minutes. Data submitted by the new employees were easily processed and automatically shared with other HRIS systems as needed.

All new hire packets completed could now be retained electronically instead of being kept on-site, eliminating the need for future storage space. Paper, printing, and postage costs were drastically reduced by switching to the TALX onboarding solution. In addition, the new hire documentation process was completed across all locations in a more consistent and controlled manner. RehabCare's compliance concerns were greatly diminished and field managers acknowledged the ease-of-use and increased efficiency of the process. In extending their relationship with TALX, RehabCare minimized risk associated with hiring compliance and saved money. The result was a practical solution to an expressed business need and a better new hire experience for everyone involved.

To learn more about how TALX can help your organization, contact us at **1-800-888-8277** or **moreinfo@talx.com**.