

# CAN GREAT PAYROLL SOFTWARE REALLY YIELD A GREAT WORKFORCE?

Discover what happened when one home health agency adopted new payroll technology.



**VIVENTUM**

## OVERVIEW

---

# FULFILLING A MISSION

“A happy worker is a productive worker.” It’s a core belief that has driven Mrs. G’s Services for almost 20 years. A privately owned home health care agency, Mrs. G’s has about 450 workers and three offices that service the New York metropolitan area. Priding itself on employing passionate people and providing compassionate care, the organization’s primary mission is to provide comprehensive and quality service.

Problem was, not all of the agency’s workers were happy. From caregivers to full-time employees, people throughout Mrs. G’s were frustrated by the agency’s payroll solution. It wasn’t just that the payroll software was insufficient and sometimes downright ineffective. It wasn’t just that it persistently failed to meet the needs of agency management and the company’s caregivers. It was that a routine function — like *payroll!* — was violating the company’s core belief and making it *more* difficult for Mrs. G’s to achieve its mission.

20  
YEARS

---

450  
WORKERS

---

3  
OFFICES



## THE PROBLEM

---

# A PAYROLL SOLUTION THAT WAS ANYTHING BUT

What was wrong with the payroll provider that Mrs. G's was using? Well, once you continue reading, you might instead start asking yourself, what was *right* with the system?

The main problem wasn't that Mrs. G's had trouble working with its payroll solution. It was that the agency continually had to work *around* it to maintain compliance and accuracy. Worse, problems were impacting not just the staff managing payroll but also the agency's caregivers. Here's what was happening:

- **Generic Pitfalls.** If you work in home health care, then you already know that payroll in your industry is unique. Getting it right entails accurately accounting for spread of hours, multi-rate overtime, retroactive pay, wage parity, ACA reporting, and a range of other payroll nuances. Unfortunately, Mrs. G's payroll provider was simply not able to handle such intricacies. As a result, Katherine Perez, the company's manager of financial operations, endured countless headaches having to make sure that payroll was compliant. "Most of the time I alerted our provider to potential compliance problems," Katherine recalls, "they were unable to help — because they lacked knowledge about our industry."
- **Data Dumps.** The payroll system was consistently spitting out data that was hard to read and confusing. "We got information that we didn't need and didn't get information that we did need," Katherine explains. "I had to spend hours manually extracting data. It was so tedious and annoying."
- **Wrong, Wrong, Wrong.** Not only did reports resemble data dumps, they were also littered with errors. Aside from the administrative burden of having to manually correct each error, Mrs. G's workers were also frustrated by frequently getting paid incorrectly. "People were constantly complaining, and I was spending more and more time on the phone trying to figure out and fix mistakes," Katherine says. Moreover, addressing errors was a lengthy, cumbersome process that demanded reprinting up to 20 checks on a weekly basis, which meant that some caregivers had to wait to get paid accurately.

"We were operating in the stone age. Quite simply, payroll was a disaster."

---

"Caregiving already comes with many hard and demanding aspects. Getting paid correctly and on time shouldn't be one of them."



## ACTION

---

# THE MAGIC OF VIVENTIUM

Mrs. G's is not a payroll company. Yet it increasingly felt like one — in the sense that the agency was exerting lots of time on payroll.

Eventually, the administrative burdens of payroll and worker dissatisfaction got to be too much. Mrs. G's was finally ready to explore new possibilities. And sure enough, there were plenty of providers to choose from.

But how could Mrs. G's be sure that it wouldn't be stuck with a standard solution that again offered substandard results? After all, lots of vendors promised advanced software, blowing all sorts of whistles and ringing all kinds of bells, but Mrs. G's was committed to cutting through such noise to find a payroll partner that could tailor technology to meet the agency's distinct needs.

### AFTER CONSIDERING MULTIPLE PROVIDERS, MRS. G'S CHOSE VIVENTIUM. HERE'S WHY:

- **Expertise and Experience.** Viventium understands home health care. With nearly 1,000 clients in the industry, the company had the background and know-how to implement a payroll solution that would effectively handle the complexities of compensating caregivers.
- **Simple Integration.** It was also essential for payroll to integrate seamlessly with HHAAExchange, the home health care management software that Mrs. G's was using. Whereas the agency's prior payroll solution lacked such functionality, Viventium's open API integrations enabled easy synergy.
- **"In It With You."** That's more than a tagline for Viventium. It's a philosophy that guides relationships with customers. "From the beginning, we experienced a high level of customer service with Viventium that we weren't getting before," says Katherine. "It's one of the reasons that we've been able to achieve really good adoption of the software."
- **"Wow, You Can Do This?"** It's something that Katherine recalls saying often about Viventium's features and capabilities during implementation. Katherine also finds a lot of value in Viventium's webinars and other resources to help her stay up to date on industry insights, trends, and practices around areas like ACA tracking and benefits. As Katherine puts it, "Viventium is really helping to optimize our business in general."

"We were spending too much of our time and effort on payroll on a daily basis. We needed an easier process so that we could focus on more strategic aspects of growing the business."

## IMPACT

---

# NO HEADACHES, HAPPIER WORKERS

With Viventium as Mrs. G's payroll partner, Katherine's phone stopped ringing off the hook. Complaints from field staff quieted, and Katherine was able to focus on other aspects of her work to add more value to the business.

HERE'S WHAT MRS G'S LOOKS LIKE TODAY NOW THAT IT HAS A PAYROLL SOLUTION THAT WORKS FOR THE COMPANY, RATHER THAN THE OTHER WAY AROUND:

- **Reports Done Right.** Instead of suffering through spreadsheets featuring tons of mumbo-jumbo, Katherine is now able to generate easy-to-read reports that feature the exact data she needs. And it takes a few hours, not three days. "The user experience has made a huge difference for me," says Katherine.
- **What About Errors?** The difference now is that mistakes are easy to spot early and fix easily. Most important, Viventium's software automatically accounts for many of the home health care payroll intricacies to keep Mrs. G's compliant and operating smoothly.
- **New Attitude.** Perhaps the most profound impact that Viventium has had at Mrs. G's is the turnaround in people's attitudes. Now that caregivers get paid on time and accurately, they are more satisfied with their jobs. What's more, as opposed to having to call Katherine each time they have a question, caregivers feel empowered and appreciate the ability to use Viventium's intuitive and easy-to-navigate software to view earnings, accrued PTO, and other payroll details.

WHO KNEW PEOPLE COULD ACTUALLY GET THIS EXCITED ABOUT PAYROLL? INDEED, SINCE MRS. G'S STARTED USING VIVENTIUM, INCREASED WORKER SATISFACTION HAS ALSO LED TO:

- Greater patient satisfaction
- Better client service
- More caregiver referrals and applicants

"We've seen a huge change in our workers' attitudes now that they're using Viventium. They aren't just happier. They're a lot happier."

---

"Viventium has transformed our business. I feel like they always have our back so that we're able to have our workers' backs."

**Are you struggling with payroll at your home health care agency? Perhaps you're wondering if you, too, could benefit from a payroll provider that truly understands your industry and your business? Let's talk.**

Viventium is here to help you with your greatest payroll and HR software challenges. Our intuitive software is built with you and for you, so your agency can streamline and optimize its HR processes to drive maximum caregiver retention. We are in it with you to make the hard stuff easy, from managing all of your payroll needs to compliance and onboarding with one user-friendly, all-in-one platform. Learn how we'll support your agency for everything HR at [viventium.com/homehealth](http://viventium.com/homehealth).



[viventium.com](http://viventium.com)