

# Comprehensive HR Solutions Give Interim HealthCare SLC a New Competitive Advantage

## INTERIM HEALTHCARE SLC



Founded in 1966, Interim HealthCare Inc. (Interim) is the nation's most experienced health care franchise company. At the core of its longevity and success is a network of over 300 independently owned franchisees and their commitment to providing the most compassionate and professional care available in the communities they serve.

With over 43,000 health care professionals across 44 states, Interim provides nurses, therapists, aides, and other health care staff and services to approximately 173,000 people annually.



### Company:

Interim HealthCare Inc.



### Industry:

Home Health Care, Hospice, and Health Care Staffing Services



### Number of employees:

43,000 in 44 states, providing health care services to approximately 173,000 people annually.



### Challenge:

Provide new, innovative recruiting, onboarding, and employee engagement, rewards, and recognition technology that could work for all franchises, many of which were still mired in manual, paper-based systems.



### Solution:

HR Cloud's Recruit ATS, Onboard, and Workmates solutions enabled Interim to improve the way it attracted, onboarded, and engaged with its employees—all to give the company a critical competitive edge in its industry.



*“Interim Healthcare SLC needed HR technology, and we’re pleased with the results we’ve gained from HR Cloud’s solutions for recruiting, onboarding, and employee engagement. Yet it’s really an opportunity for all Interim franchises. It would be so great if each franchise owner could implement similar solutions to replace legacy systems that might not work as well as they should.”*

**Michael Hawkins**

Franchise Owner, Interim HealthCare SLC

One Interim franchise recently faced a number of challenges related to legacy approaches to critical HR processes. Michael Hawkins, owner of Interim HealthCare of Salt Lake City (SLC), and his team needed a better way to manage manual, paper-based recruiting, onboarding, and employee engagement systems, and turned to HR Cloud for help.

### **Recruiting: Finding Top Talent Is Top Priority in Home-Based Health Care**

Attracting and hiring top talent is a real challenge for any Interim franchise, and Hawkins agrees that effective recruiting is vital to his franchise’s long-term success. He carefully evaluated many of the most popular HR technology products, but HR Cloud’s Recruit ATS came out on top.

Hawkins especially likes Recruit’s ability to syndicate his job postings with national boards, such as Indeed, ZipRecruiter, and more, to extend his reach and find the best talent possible. “In our industry, finding top talent is

just as important as our employees’ ability to provide high-quality care,” he says. “After all, if we can’t keep up with demand, it will be hard for the company to grow.”

### **Onboarding: Improving Productivity, Visibility, and Compliance**

Interim Healthcare SLC also selected HR Cloud’s Onboard solution—initially to eliminate time-consuming, paper forms. Hawkins explains that he can easily create personalized portals as well as customized onboarding tasks, checklists, and workflows—all of which are automatically prepopulated with data and tasks specific to each new hire.

Automating the onboarding process has eliminated paper forms and helped Interim HealthCare SLC improve in one other important area: compliance. “With Onboard, as soon as any new hire completes our detailed onboarding checklist, I am fully confident that I can put them in the field right away, without any compliance concerns,” says Hawkins.

## Employee Communications and Engagement: The First Step in Building the Right Culture

Hawkins reports that his franchise's culture is extremely important to him, especially in terms of communicating corporate values, giving employees what they need to succeed, and making sure they're all focused on the same goals. He is able to provide all of that and more with HR Cloud's Workmates, a leading employee communications, engagement, and rewards and recognition platform.

Workmates even helped Hawkins learn more about his workforce. After creating and posting an internal survey where employees were asked which benefits they'd like to have, paid time off was voted as the top benefit Interim should offer.

## A New Focus on Better Patient Care

"With HR Cloud, we have less to worry about, so we can focus on delivering the best patient care possible," says Hawkins. To learn more about how HR Cloud's suite of HR solutions can help your organization, contact a sales representative today.



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