



Integrating care and compliance

Providing at-home nursing and hospice care is incredibly rewarding. It also poses scheduling and payroll challenges due to various worker types and full and part time staff schedules. Norwell, Massachusetts-based NVNA and Hospice found that using ADP®'s Time and Attendance software significantly reduced their costs and time spent on payroll. We spoke with Kathleen Powers, executive vice president of administration and finance, about how the integration between ADP® and Sage Intacct helped streamline NVNA's financial operations and improve their health care delivery at the same time.

On Sage Intacct and ADP integration

We're a small non-profit. Other agencies like us do not necessarily have robust tools that are willing to talk to each other. Our Sage Intacct salesperson connected us with our ADP consultant who helped us identify financial reporting products that we could integrate with ADP. One of the reasons we chose Sage Intacct was the seamless integration with ADP.

We are very fortunate that the board and senior leadership of NVNA and Hospice chose to invest in the best tools to support our most valuable asset, our people, in their work with our most important customers, patients and their families. With Sage Intacct and ADP, we work with two high-end products, and we are very happy with their functionality. From a manager's perspective, seeing these two companies work well together and care about us being able to meet our mission with their tools is a value add and makes the investment worthwhile. Sage Intacct and ADP are very well aligned.

On replacing paper schedules and payroll spreadsheets

At any given time, we have employees that may not be working — a nurse on maternity leave, another staff member with childcare/elder parent issues or someone on medical leave. When we ask a nurse to cover another patient, or make one more home visit, sometimes we like to offer an incentive for taking on that extra work at the end of a long day or during a weekend.

Kathleen Powers
Executive Vice President
for Administration and
Finance



Quick facts

-  **Company:** NVNA and Hospice
-  **Headquarters:** Norwell, Massachusetts
-  **Industry:** Healthcare
-  **Employees:** 340
-  **Product:** ADP Workforce Now®

Learn more about NVNA and Hospice
at nvna.org



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Our payroll can get very complicated with the varying schedules, added visits, administrative time, travel time, mileage reimbursement, etc. Before ADP, we had no way to really tell, except by hand, what we were paying in regular pay and what were we paying in overtime and or incentive pay. The payroll variance to budget was growing. We were frustrated with how to dive into the issue and find the reasons for the increases. Our former financial reporting system, QuickBooks, was limited in how it could allocate payroll expenses and help us analyze the data. The setup of Sage Intacct and the reporting capabilities are two of the reasons we chose Sage Intacct. Additionally, we were already an ADP Workforce Now® customer, and we really liked the fact that the ADP payroll easily feeds into Sage Intacct.

On analytics

Our board was very concerned about the turnover in our business and how much it costs us. We have been trying to track our turnover costs for a long time. We did not have the tools before subscribing to ADP Time and Attendance to calculate the cost of losing one RN, for instance. We want to know what is at fault here. Did we not hire correctly? Did we not train correctly? With ADP, we can run a report and put a position in to see exactly how long the nurse was with us, when s/he was hired, current salary, and cost of training. We now research and analyze our own hard data.

On time savings

Prior to using ADP's Time and Attendance, our payroll staff member was spending 75 percent of her time on payroll, and 25 percent on accounts payable. Now, our payroll staff member only spends 25 percent of her time on payroll, and we have opened her up to doing other work.

On compliance

Before ADP, we did not have a clear picture of how our employees' schedules aligned with earned time-off and bonus pay requests. It was confusing and concerning for our payroll staff member.

Similarly, over time we found our new electronic health record software did not have an easy way for managers to check employee time and attendance, and unfortunately our managers were moving away from approving time and attendance systematically. It was very scary because we found ourselves in a situation where we needed to improve our approval process for payroll, earned time off, and incentive pay to remain in compliance with our patient billing practices. ADP Time and Attendance provided an excellent and user-friendly solution. With ADP Time and Attendance, it is easier for employees to record their time and request earned time off, and much easier for managers to provide approvals or changes. Some of us use the mobile app, others log on to the website in the office. With ADP, we now have an efficient and disciplined way to ensure we are in compliance all the time.

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On reporting

Before ADP, we struggled to identify and understand some inconsistencies in time and attendance reports we were seeing. There were scheduling errors and payment requests for clinicians working overtime that did not align. Without time and attendance, we never would have had that visibility. It has saved us money and helped build schedules that work better for our patients. It is all in the reporting!

On ADP reporting and the Paycheck Protection Program

As a healthcare organization, we applied for a Paycheck Protection Program (PPP) loan and the information ADP provided on the PPP as well as the reports helped us secure the loan. The PPP Loan was vital to us as it helped us retain all of our staff during a very uncertain time for our agency. We recently applied for PPP Loan Forgiveness and the fact that we can just push a button and get PPP reports in ADP to complete our forgiveness application is a game changer.

On the future

We have not yet scratched the surface when it comes to ADP and Sage Intacct's functionality and integration. As we learn more and more about the reporting capabilities of Sage, and align that with we get out of ADP, I know it is going to help us to make better decisions in stewarding our resources. It has already.

#workingfor

Home care and hospice is a heavily regulated industry from the high-quality standards to the complex reimbursement practices by both the federal government and commercial insurers. Privileged to provide care to the sick and dignity to the dying, our caregivers work long hours with people in their homes. On the administrative side, every day brings new operational, human resources and compliance challenges. We keep at it because every day we make one single request from whatever our role may be — just let me make it easier for one patient, one family today. That is what I work for.

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