

# Providence Management & Development, Inc.

Organization Uses UltiPro® to Remain Healthcare Compliant

## The Customer

Providence Management & Development, Inc., a full-service management and development organization that helps manage, develop, and assist organizations that serve the senior population

## Industry

Healthcare

## Number of Employees

1,400

## Key Benefits

- \* HIPAA compliance simplified
- \* Ability to view and report on each facility individually or on the company as a whole
- \* Integration with third-party service providers

“We leverage UltiPro as much more than an efficient payroll engine. It has allowed us to automate the way we maintain and assemble our employee information, making compliance with the healthcare governing organizations unproblematic.”

### Carl Goodfriend

Vice President of Information Systems  
Providence Management & Development



## Company Profile:

Providence Management & Development Company, Inc., is a full-service management and development organization with the primary function to help manage, develop, and assist organizations whose task is to serve the senior population. Providence Management was established in 1991 and exists as a subsidiary of Rest Haven Christian Services. Its nursing facilities are Medicare certified and accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

## The Challenges:

Providence Management had an integrated software package that handled its medical records, payroll, and accounting. Although it enjoyed the all-in-one application, the company was concerned with how the software package was going to fare in the future as companies were migrating toward Web-based technology solutions.

The Health Insurance Portability and Accountability Act (HIPAA) was growing near and Providence Management's current solution was not going to be HIPAA compliant. The company knew it was time to begin a search for another solution.

## The Solution:

Providence Management established four criteria for a new system: 1) functionality to comply with the impending HIPAA regulations, 2) ability to maintain a centralized, integrated database allowing its 15 facilities to process payroll independently, 3) a Web-based SQL solution that would easily integrate with an accounting and clinical solution, and 4) Web access for employees and managers. Only one vendor met all four of the criteria: Ultimate Software.

### HIPAA Compliance Simplified

HIPAA calls for strict privacy standards for facility residents and consistency of medical benefits when employees leave their place of employment. Providence Management must be able to track who accesses resident data and secure agreements with the people with whom it shares the data. For employees, it is designed to guarantee the consistency of medical benefit plans when employees leave or change places of employment so workers and their dependents maintain healthcare coverage.

UltiPro's security features and business intelligence help the healthcare organization meet both of these mandates by allowing Providence Management to monitor, track, and compile reports on benefit administration for each employee, and it provides security and tracking measures so that Providence Management can monitor who is accessing resident information.

#### Ability to View and Report on Each Facility Individually or on the Company as a Whole

Providence Management sets up each of its 15 locations as a separate entity for payroll and JCAHO purposes. Its old system could not compile or share information for the locations as a whole, making reporting a time-consuming, manual process.

The company leverages UltiPro's master and component company capability to treat each location as a separate entity, while the system also allows for the compilation of information companywide, saving Providence Management significant time each reporting cycle. A major benefit with regard to reporting, for example, is that the company can drill down to look at a particular job class across all its locations instead of having to report on each individually and then manually compile the data.

#### Integration with Third-Party Service Providers

Providence Management needed a solution that could link to an accounting software and a clinical solution for its medical and billing processes. UltiPro's enterprise integration tool has allowed Providence Management to seamlessly pass data to its accounting solution and has increased operational efficiency by eliminating duplication of efforts to transport information from one system to the next.

"Providence strives to select best-of-breed vendors who are experts in their specific areas. We want the best of the best. We chose UltiPro because Ultimate Software's sole focus is HRMS/payroll, and the company's product reflects that focus by being extremely robust, yet easy to use," said Carl Goodfriend, vice president of information systems.

Visit Ultimate Software at [www.ultimatesoftware.com](http://www.ultimatesoftware.com) or call us at (800) 432-1729.