

## CHALLENGE

Operating as a 24/7 nursing residency for nearly two decades, Century Care Management is a family owned business specializing in health care services along with a comprehensive rehabilitation program that includes physical, occupational, and speech therapy. With nine different facilities and more than 900 employees, the organization provides long-term care for diseases such as Alzheimer's as well as short-term care in all facilities.

With the introduction of the Payroll Based Journal (PBJ) and strict regulations from the Center for Medicare & Medicaid (CMS), Century Care faced difficulties such as exporting hours, providing the information required by CMS, and constantly hiring new talent due to the high turnover rate within the nursing profession.

Additionally, the state of North Carolina issues an annual inspection called a survey. Failing to pass the survey could result in detrimental consequences for Century Care, such as potentially losing Medicare and Medicaid funding and being stripped of accreditation. Upgrading to a superior time and attendance solution with the correct modules would mitigate the PBJ process and ensure the necessary compliance for the organization.

## SOLUTION

To alleviate stress, Century Care Management worked closely with the TimeClock Plus Implementation team to integrate the PBJ Module and Shift Differential Module, install new RDTg 400 series biometric timeclocks throughout the nine facilities, and configure v7 to create an efficient and sophisticated way to track their workforce management.

Susan Cole, the Payroll & Human Resource Manager at Century Care Management, supervises data throughout the nine facilities, and the PBJ Module allows her to get more work completed in half the time.

*"It is technically demanding to set up 900 employees with different job codes and export that data into CMS", said Cole. "Exporting in v7 is so easy and so simple to use."*

With the installment of v7, Century Care Management worked one-on-one with the Professional Service's team to ensure their success. During implementation, TimeClock Plus demonstrated the "Train the Trainer" method for their managers, administration, and payroll professionals by walking them through the clock functionalities and the v7 configurations. "My payroll ladies in the facility love it because it is just so much easier to work with and it's much more reliable", said Cole. "The system is automatic and it just works."

After the implementation process and "Train the Trainer" instructions were completed, the payroll professionals divided the employees into groups of five and taught them how to register their fingerprints for the biometric timeclocks and how to perform self-service features such as clocking in, clocking out, going on break, and more.

## RESULTS

Century Care Management benefits from the PBJ and the Shift Differential modules in TimeClock Plus v7 as the modules help them stay compliant on all CMS regulations and schedule irregular shifts for their multiple facilities. In addition, Century Care Management utilizes the TimeClock Plus Professional Services team and Customer Support Representatives to assist with configuration requirements.

*"Your Support line has taught me a lot, I can tell you that," said Cole. "Every time I call them, it is a positive result [and] I can show them exactly what I am talking about."*

Within the last year, Century Care Management opened their ninth facility and expanded their coverage from the coast of North Carolina to its mountains. Due to the established/supportive partnership with TimeClock Plus v7, Century Care finds itself able to manage more facilities and to continue the family tradition of serving and caring for others.