



LAU

Medical Center
Saint John's Hospital

SUCCESS STORY



People365[®]
HCM

LAU Medical
Center
المركز الطبي للجامعة اللبنانية الأمريكية - مستشفى رزق
Lebanese American University Medical Center - Rizk Hospital

“Workforce management can be challenging especially in a pandemic era. However, it has been facilitated at LAUMC St. John's Hospital thanks to People365 HCM solution. It enabled us to gain real-time visibility, optimize schedules and workloads for employees, support compliance, and much more.”

THE CUSTOMER



LAUMC-St John Hospital offers its patients a total of 85 beds and patient stations including In-Patient Service, One-Day Surgery, Emergency Service, a Cardiac Catheterization Laboratory, and a Critical Care Unit. It also comprises a fully developed imaging department including a CAT scanner, MRI, X-ray and Ultrasound. The medical corps consist of 40 physicians with a focus on one-day surgery, Obstetrics, Gynecology, Orthopedic Surgery, Cardiology, Endoscopic Procedures, Gastroenterology and others.

LAU Medical Center–St John Hospital is guided by a strong and unwavering commitment to excellence in patient care while pursuing high-quality teaching, research and innovation.



Being a leading HCM provider in the Middle East and Africa region, with over 30 years of experience, “People365” is a comprehensive Human Capital Management System (HCMS) consisting of the Time & Workforce Management, Payroll, HR and Mobility modules. Having more than 1,000 references coming from leading companies in all types of industries, People365 is compliant with more than 70 countries’ rules and regulations. The system helps companies manage the complete work cycle, from headhunting human talents all the way to retirement. People365 operates both regionally and globally, covering the MENA region through offices in UAE, KSA, Egypt and Lebanon.

THE CHALLENGE

Manual processes are time consuming and subject to errors especially in a hospital where nurses have different schedules and varying tax laws for registered and practical nurses. For this reason, LAUMC- St. John's hospital needed automation to track employee time and attendance and generate accurate, compliant payroll. Additionally, automation was also needed in creating reports since manually generating financial reports and NSSF declaration is demanding and consumes valuable time.

THE SOLUTION



LAUMC-St John Hospital adopted People365 solution covering Time & Workforce Management and Payroll. People365's integrated system enabled St. John Hospital to combine data from different sources and create reports in a fraction of time. This led to significant time and cost savings.

As for the nurses' complex schedules, when using real-time data, nurses' managers were able to build schedules and staffed units to reflect appropriate nurse-to-patient ratios by shift in each unit. Managing their staff became more efficient. Also, through automation, their payroll became error-free and compliant taking into consideration the different law taxes for the registered and practical nurses.

BENEFITS

"People365 drives consistency and gives HR the capability of efficiently managing their team's processes through a quick and easy-to-use interface."

The benefits LAUMC-St. John Hospital received when adopting People365 HCM solution:

1. Improved business processes
2. Employees no longer need to fill timesheets
3. Reduced paper and manual work
4. Enhanced real time reporting and analytics
5. Elimination of paper and excel-based tracking
6. Central time tracking system for employees
7. Ensured safety, security and availability of data
8. Real time reports at a click of a button
9. Data consolidation and management system
10. Automation of payroll generation
11. Complete, current and accurate attendance data
12. Flexibility to customize schedules and shifts to meet changing patient volumes and care needs
13. Equitable workload distribution across each unit and throughout the hospital

“The adoption of People365 was imperative to meet our goals and give our nurses a flexible schedule while making sure we have what is required to meet our patient needs. We were satisfied from both, the solution and the team.”



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