

Renown Idaho medical center benefits from Performance Pro customization features and outstanding customer support

Wins out over competitors on price, ease of use and real-time employee performance ratings



Located in Twin Falls, Idaho, Magic Valley Regional Medical Center (MVRMC) is a full service hospital that has been serving the healthcare needs of a growing community population for over 80 years. Monitoring, tracking and measuring employee performance for the staff of 1463 healthcare services professionals working around the clock is the job of Samantha Lopez, Director of Human Resources.

A New Performance Model

Late in 2003, MVRMC determined that the existing system of measuring staff performance using word processing templates was cumbersome, ineffective and lacked consistency. Additionally, it was determined that transitioning to a company-wide annual performance evaluation period and away from performance evaluations based on hire date anniversary would be more efficient and effective.

Ms. Lopez explained the strategy behind this transition, “There are so many job specific performance criteria in our environment that it was difficult to compare and weight the performance of position A to position B. To address this, with Performance Pro we are able to assign company-wide performance factors and goals that apply to all employees regardless of their job function. Managers can weight the factors specific to job function. Each staff member is now be measured on their effectiveness in contributing towards consistent, corporate-wide objectives.”

Why Performance Pro?

After comparing several employee performance management products, attending an online demo and completing a free 30-day trial evaluation, MVRMC selected Performance Pro as the tool best suited to implement their new performance management strategy. Specifically Performance Pro was able to meet the following client requirements:

- Affordable (priced considerably less than comparable competitive products)
- Ease of administration/user-friendly
- Globally assign weighted performance factors
- Real-time tabulation of individual merit score

Early Implementation

The Performance Pro implementation phase has proceeded on schedule and timed to coincide with the end of MVRMC’s 2005 fiscal year in October. Working together with their assigned HRN Customer Support Representative, all MVRMC employee data were imported and formatted. Then global performance factors and goals were assigned and manager training sessions planned.

A number of test sites have been set up for managers to access and become familiar with Performance Pro. Managers involved in the planning and training have been pleased and optimistic about the new Performance Pro system. They believe it will save them time and improve their ability to motivate and retain key employees.

Among the many powerful features that managers at MVRMC state they will benefit from most are secure online access, automatic rating tabulations* and electronic forms.

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Samantha Lopez, Director of HR
Magic Valley Regional Medical Center

Ease of Customization

“The implementation at MVRMC has demonstrated the versatility of Performance Pro. It is truly customizable to fit each organization’s needs. In this case the client has a clear idea of how they want their program to function and has taken full advantage of Performance Pro’s ease of administration and customization features.” stated Michele Lindsay, HRN Director of Product and Client Support.

Excellent Customer Support

To support Lindsay’s comment, Ms. Lopez sang praises for the HRN customer support staff. “I have not found this level of exceptional support with other companies. When I call, I am immediately able talk to my assigned support rep. HRN takes ownership of

the issue and runs with it until it is promptly resolved. For example, we wanted to transition all future goals to current goals for over 1400 staff. HRN ran the lists and worked with us to efficiently make this update. Their support has been absolutely fantastic across the board!”

Looking Ahead

Ms. Lopez and the management of MVRMC look forward a full implementation Performance Pro in the fall. “We’ve worked hard to design an effective performance management program that will benefit each employee

and enhance our ability to attract and retain top performing staff. We couldn’t have done it without Performance Pro and the great support staff at HRN Management Group.”

Performance Pro Customer Benefit Summary

Customer requirement	Performance Pro capability	Result	Customer benefit
1. Online access	<ul style="list-style-type: none"> Secure hosted 24/7 access Daily data backup Off site remote data co-location Secure administrator level access 	<ul style="list-style-type: none"> Anytime, anywhere online access and convenience Centralized data storage and automatic revision inclusion 	<ul style="list-style-type: none"> No customer IT administration or overhead Individual password protection Increased accessibility
2. Customizable for unique needs and objectives	<ul style="list-style-type: none"> Simple customization interface Customizable performance factors, goals, weights, and many additional program variables 	<ul style="list-style-type: none"> Program set up to best fit needs and culture of client Fair and equitable standards across all job functions – reduced subjectivity 	<ul style="list-style-type: none"> Increased employee retention and skill development Equitable rating standards across all job functions
3. Total merit score tabulations	<ul style="list-style-type: none"> Real-time data update/availability Customizable, individually weighted performance factors and goals Centrally administered weights for reduction of subjectivity 	<ul style="list-style-type: none"> <u>Data not yet available</u>—System not fully implemented. 	<ul style="list-style-type: none"> Appraisals completed accurately and on time Improved manager and employee communication
4. Ease of use – user friendly	<ul style="list-style-type: none"> Clear, uncluttered interface Simple instructions Chronologically prioritized steps Company specific content E-mail notification and alerts Global performance factors 	<ul style="list-style-type: none"> Fast implementation and deployment Minimal training required Consistent rating scale across all job functions 	<ul style="list-style-type: none"> Improved management efficiency and reduced administrative cost Expert customer support included in purchase price
5. Low cost	<ul style="list-style-type: none"> Value priced-feature rich Free customer support Complete usage reporting functionality 	<ul style="list-style-type: none"> Excellent overall value proposition Purchase price considerably less than other competitive products 	<ul style="list-style-type: none"> Increased productivity and profitability Fast ROI

* Rating tabulation feature can be enabled or disabled at the administrative user level.



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