CUSTOMER
Lowell Community
Health Center

INDUSTRY
Community Health Center

LOCATION
Lowell, Massachusetts

Number of Locations
One

Number of Employees
200

SYSTEM
Sage Abra HR

Sage Abra HR Improves the Wellness of a Mass. Health Center's HR Processes

Employing doctors, practitioners, nurses, technicians, counselors, and office staff, Lowell Community Health Center's (LCHC) mission is to provide caring, quality, and culturally-appropriate health services to the people of Lowell, Mass.

Offering all the services commonly found in a physician's office, plus laboratory, nutrition, and social services, LCHC puts people and healthcare at the center of its business. To meet its stated mission, each individual department within LCHC must have accurate, efficient processes. The Human Resources (HR) Department is no exception.

LCHC's HR team must have an automated, organized HR process, and be able to provide accurate information to colleagues at a moment's notice.

Functioning with a Manual Process

In August 1999, LCHC was using an automated payroll system, but its HR department was functioning manually, entering employee information and tracking the clinical staff's licenses and immunizations by hand.

Using this system, it was almost impossible to track information on the Center's 200 employees without spending hours pulling folders and creating spreadsheets. The cumbersome information retrieval process delayed the information reports used in drafting policies, training and development, and recruitment.

According to LCHC's HR Director Lorrie Hall, the manual HR process made audits an "embarrassing horror" for the department.

Searching for a Dynamic Solution

Having used the DOS version of Sage Abra HRMS during the early 1990s, Ms. Hall was impressed with the HR and payroll management system's unlimited capabilities. Upon her recommendation, LCHC purchased the Abra HR module—part of Sage Abra HRMS—in June 2000.

"I knew the Sage Abra system was dynamic—that it could handle virtually all of our tracking and reporting needs," said Ms. Hall. "Because many health care centers depend on federal and state grants for their existence, they're very careful when allocating their money to an IT solution.

CHALLENGE

Find a dynamic, but cost-effective, HR solution to replace manual data entry and information retrieval processes.

SOLUTION

Abra HR—part of the industry-leading Sage Abra HRMS—a powerful tool for managing critical employee information. Ideal for businesses of any size.

RESULTS

Built database of employee information; helped improve HR department's productivity and level of service; decreased time required to meet information requests; increased time available for more strategic HR activities

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software
Your business in mind.

> *"I knew the Sage Abra system was dynamic—that it could handle virtually all of our tracking and reporting needs … Sage Abra was both cost-effective and powerful enough to meet the needs of a rapidly growing community health center."*
>
> —Lorrie Hall, HR Director
> LCHC

ABOUT SAGE SOFTWARE

Sage Software has been responding to the needs, challenges, and dreams of small and midsized businesses for over 25 years. With a complete range of business management solutions and services, Sage Software helps companies improve customer relationships, reduce costs, and automate and integrate a variety of operational activities. Its solutions support the specialty needs of a broad scope of industry segments, including manufacturing, distribution, construction, real estate, nonprofit, and professional services.

sage software

Sage Abra was both cost-effective and powerful enough to meet the needs of a rapidly growing community health center."

In addition to building a database of employee information, LCHC's HR staff uses Sage Abra to track license, immunization, language, and other important reporting data. They can now populate the Sage Abra database with new information on a daily basis, and can print a detailed report at the click of a mouse.

Additionally, supervisors have access to department reports within a day. Before implementing Sage Abra, accessing the same reports could take LCHC's HR staff several days to a week.

Ms. Hall added, "It once took hours to prepare a new hire report for our all-staff meetings. Using Abra HR, it now takes less than a minute. The system has made such a difference in the way the HR department functions. We can even alert employees to stay home during severe weather storms - something we couldn't do using the manual HR system."

Implementing Abra HR

"Our staff must be able to quickly and easily provide accurate information to colleagues," said Ms. Hall. "By making it easier to retrieve information, Sage Abra has enabled us to meet their requests."

Using Abra HR, LCHC's HR department is gaining visibility throughout the Center's six locations, and becoming more proactive as their capabilities expand.

"Since we've implemented Sage Abra, audits are no longer embarrassing," said Ms. Hall. "They're actually gratifying, because they prove our automated system is working. We have a peace of mind that we didn't enjoy before."

Giving a Referral

Sage Abra has helped LCHC's HR department improve its productivity and level of service. HR personnel can now provide managers and employees with a wide range of reports, including census information, insurance bids, and employee turnover and verification reports.

"The time required to meet information requests has decreased by at least 50 percent, leaving hours in the day for our managers to focus on more strategic activities," added Ms. Hall.

In addition to Abra HR's functionality, LCHC is very pleased with Sage Software's customer service. "I'd highly recommend Abra to healthcare agencies looking for an IT solution to handle just about everything HR-related," said Ms. Hall. "It's affordable, and has many great features to meet the demands of a busy HR department."