

### Facility profile

General Baptist Health Care is a non-profit health care corporation which serves as the corporate office for four facilities. General Baptist Health Care currently operates General Baptist Nursing Home, a skilled facility in Campbell, Mo.; Oakview Heights Continuous Care, a skilled facility in Mt. Carmel, Ill; and Oakview Villa, an assisted living in Mt. Carmel, Ill. A new facility, Magnolia Manor Assisted Living, is expected to open at the end of 2009.

General Baptist Health Care realizes a moral responsibility for the residents in the facilities and the administration is committed to ensuring that each resident receives good quality care. The specific personalized needs of the residents include the physical, social, spiritual, psychological and safety aspects which General Baptist Health Care strives daily to satisfy.

### Challenges

- Outdated software
- Reporting had to be outsourced
- Manual benefit accruals
- No integration between modules
- Prior system not user-friendly

### Solution

**Staff Solutions** is a fully integrated suite of software, specifically designed for the eldercare environment. Each module can be used independently or in combination with the others to help automate and streamline your organization's overall HR and Payroll processes. The modules include **Human Resource Center**, **Payroll**, **SchedulePro** and **Touch Time**.

### Results

- Full integration of modules
- Automated posting saving staff time
- Automated and flexible reporting
- Multi-user programs allowing staff to work simultaneously
- Accuracy in scheduling shifts
- User-friendly

In 2005, General Baptist Health Care decided it was time to automate and streamline their Human Resource and Payroll processes and chose **MDI Achieve's Staff Solutions** as their solution. "We were using outdated software and we had to rely on an outside CPA firm to assist with reporting," says Tiffany Clark, CPA and Chief Financial Officer. Based out of the corporate office in Piggott, Arkansas, Clark oversees the financial processes of the organization and all four of its facilities.

### Integration of modules improves efficiency

"One of the deciding factors for choosing MDI Achieve Staff Solutions for our facilities was the integration between the modules," notes Clark. "Previously, we had three different payroll systems, used a manual time clock and kept manual HR records." Although each of the four modules of the software suite can be used independently, General Baptist implemented the fully-integrated Staff Solutions suite including **Human Resources Center**, **Payroll**, **Touch Time** and **Schedule Pro**.

"The fact that we can enter a new employee one time into the Human Resource Center module and the information fully integrates into Payroll and the other modules saves on data entry by staff members and allows for consistent data throughout the system," adds Clark. The comprehensive module stores and tracks basic employee information and offers a valuable feature called **Benefits Manager**. "We used to figure out benefit accruals by hand and with the help of a CPA firm," says Clark. "The Benefits Manager feature saves us time by tracking benefit eligibility and automating accrual."

### Time savings with Payroll and Touch Time

The time savings doesn't end with the HR module. "Payroll offers comprehensive reporting and the automated payroll report feature eliminates the manual reporting we previously endured and the need for outside help from a CPA firm," states Clark. In addition, General Baptist uses **MDI Achieve General Ledger** which is also fully integrated with Payroll. "Transactions post automatically to General Ledger so we have a real-time snapshot of balances in our payroll cash accounts. Another key feature is that MDI Achieve updates and maintains the tax tables for us."

Helping to streamline the payroll process is Touch Time. The time and attendance module makes it easy for employees to clock in and out using a touch screen monitor. "As I mentioned previously, we save time on data entry because employees are automatically set

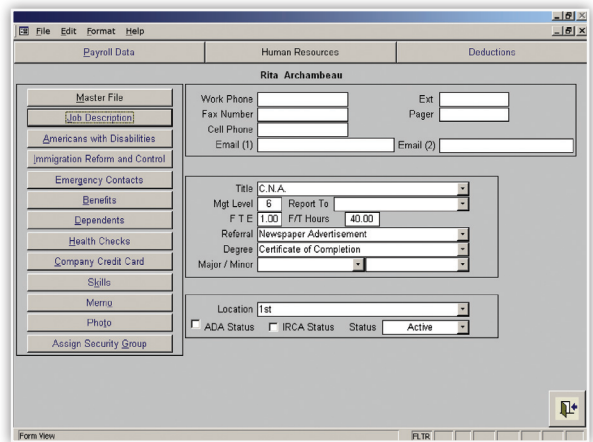
up in Touch Time during the hiring process,” notes Clark. “Employees can even transfer to other departments during their shift through a simple, one-step process. At any time, managers can access reports to review or edit hours to ensure accuracy,” adds Clark. “When it comes to the end of the pay period, all employee hours are seamlessly downloaded into Payroll which saves our business office time as compared to manually entering hours from the time clock.”

## Improved scheduling accuracy translates into better resident care

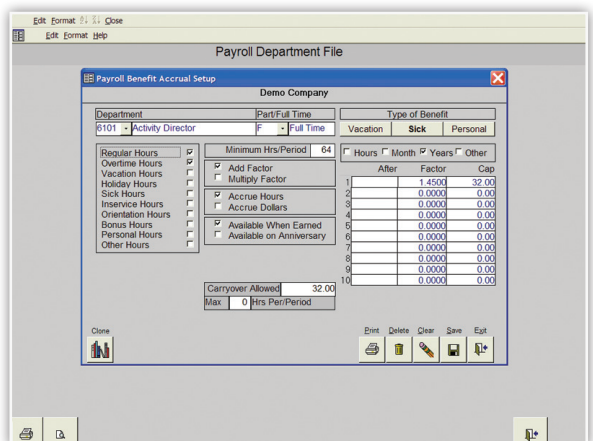
“Another key factor in deciding to implement Staff Solutions was that it is specifically designed for the eldercare industry,” states Clark. “The multi-user feature is especially beneficial when using the SchedulePro module because it allows for multiple supervisors to create schedules for each shift simultaneously.” The modules are designed to accommodate multiple departments, multiple pay rates and multiple shifts per employee.

SchedulePro is easily adaptable to fit all scheduling needs with the capability to handle split shifts, double shifts and shift changes when necessary. “The accuracy of scheduling has improved which in turn affects better care for our residents,” adds Clark. “We can track entire schedules as a whole or by employee and daily shift detail is available for each employee. This comprehensive tracking and reporting has improved our business processes.”

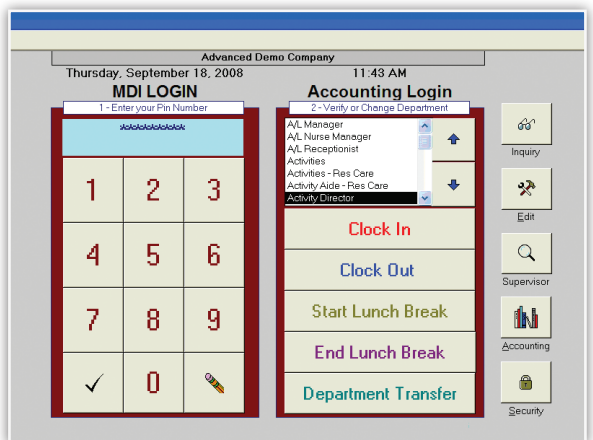
“Staff Solutions creates a more positive work environment because it is so user-friendly,” says Clark. “We love that it is web-based software because we don’t have any maintenance on our end. Our staff is pleased with MDI Achieve’s training and the great day to day support.”



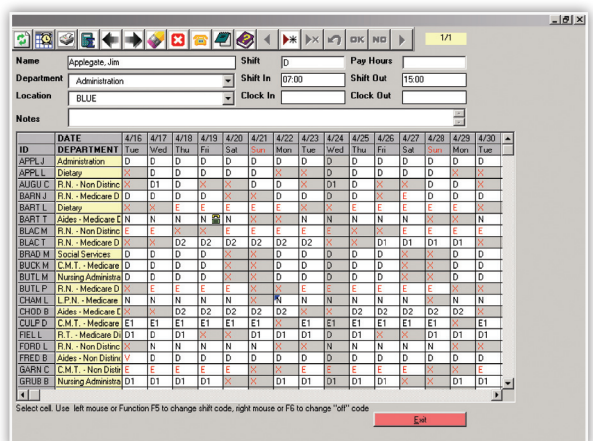
Human Resource Center



Payroll



Touch Time



SchedulePro