



Payscale helps Advanced Home Care improve retention and streamline the compensation process



Company

Advanced Home Care

Industry

Healthcare

Size

1,700 employees

Location

North Carolina and surrounding states

Situation and challenge

Advanced Home Care is an industry leader in the development of cutting-edge disease management programs. They have implemented processes that are both cost-effective and patient focused, and have been extremely proactive in the collection of data to measure clinical outcomes as well as patient satisfaction.

Advanced Home Care has grown rapidly from 300 employees to more than 1,700 in just a few years. While this expansion has enabled the company to serve more than 30,000 clients each day, it's also made managing compensation incredibly challenging. "We're in multiple markets and have over 250 different types of jobs, many of which are unique to home care," says Patty Edrington, Compensation Manager.

The company previously relied on a well-known compensation system — yet still had to purchase additional data to ensure that compensation remained fair and competitive. Edrington explained, "Our existing system was very limited. We could not customize budgeted information, direct and indirect reports, or certifications. The data was stagnant. I would use the data where I could and then use outside resources. It was a lot of extra work. We were also outsourcing executive compensation, which was an added expense."



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Patty Edrington

Compensation Manager, Advanced Home Care

Solution and outcome

Advanced Home Care began the search for a new system that would both streamline the compensation process and give the company more real-time data — crucial to attracting and retaining top talent. “We looked at five different vendors, including Towers Watson & Co. In the end, Payscale was the best option for Advanced Home Care. It gave us the most flexibility and the best data,” says Edrington. “Plus Payscale’s reports are extremely helpful. They provide great information which helps validate how our position compares to the market. The reports also provide us with a breakdown of salary ranges based on experience.”

As the sole compensation manager, Edrington had little time to manage implementation. “At the time, I was struggling to keep track of all my projects, because I also manage our HRIS system. Payscale was able to do some initial assessments for us, and the rollout process went extremely well. Our consultant was wonderful to work with throughout the whole process. It was a great experience.”

Why Payscale?

- Identify flight risks
- Improve retention
- Save time and money
- Increase leadership’s confidence in HR

Benefits and results

Identified flight risks faster

With Payscale, the HR team has improved their ability to detect high-performing employees who aren’t being compensated appropriately. “I love the executive report. It allows me to quickly identify flight risks,” says Edrington. “With Payscale, I can look at a position, the up-to-date market information, and the employee’s experience and make adjustments as needed. Just as importantly, I can also see which employees are underperforming but being overpaid.”

Improved retention

Payscale’s easy to use reports have also helped Advanced Home Care improve retention rates. “We’re not only identifying flight risks, but we’re now able to look at all employees and evaluate both their pay and the market. We’re much more competitive,” says Edrington. “As a result, we’ve been able to retain employees who previously felt they weren’t being adequately compensated for their experience and skills. When it comes to our clinical staff, such as physical therapists, it’s a huge help from a cost perspective, as recruiting and training a new therapist can cost up to 100% of that salary.”

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Patty Edrington

Compensation Manager
Advanced Home Care

Saved time and money

Prior to Payscale, pulling together a market report for an existing position took between two to three hours. According to Edrington, "I can put together a complete market report within an hour now. Payscale has saved me a ton of time. Plus, we're able to manage executive compensation planning in-house now, which is a huge cost saving to our organization."

Increased leadership's confidence in HR

Payscale's broad range of real-time market-driven data has increased senior leaders' confidence in HR, both in the management of compensation and their value as a strategic partner in the company's future growth and longevity. "Our leadership team knows we're using real-time data to help us make informed compensation decisions and that we're in a better position to retain high-performing employees. It has increased their confidence in our team," says Edrington.

About Payscale

As the industry leader in compensation management, Payscale is on a mission to help job seekers, employees and businesses get pay right, and make sustainable fair pay a reality. Empowering more than 53 percent of the Fortune 500 in 198 countries, Payscale provides a combination of data-driven insights, best-in-class services and innovative software to enable organizations such as Angel City Football Club, Perry Ellis International, United Healthcare, Vista and The Washington Post to make fair and appropriate pay decisions.

Pay is powerful. To learn more, visit www.payscale.com.

