



# Intermountain Healthcare reduces essential compensation functions from weeks to minutes



## Company

Intermountain Healthcare

## Industry

Healthcare

## Size

40,000 employees

## Location

Utah and surrounding states

## Payscale Products

Marketpay

Payscale Compensation

Survey Data

Professional Services

## Situation and challenge

Intermountain Healthcare is an integrated, nonprofit healthcare system and the largest healthcare provider in the Intermountain West of the United States. Headquartered in Salt Lake City with centers throughout Utah, Intermountain Healthcare has been on the path of expansion, with clinics in Nevada, a hospital in Idaho, and a new children's hospital in Utah which provides care to pediatric patients throughout the western United States.

Intermountain Healthcare is a growing healthcare organization and needs a compensation solution with the ability to manage a multitude of traditional surveys as well as access to fresh, reliable data to fill gaps in rural locations and new markets. The Compensation team at Intermountain Healthcare has been using Payscale for over 15 years and originally made the move from spreadsheets to create efficiencies and improve accuracy of market pricing for roles. Today, Intermountain Healthcare leverages Payscale technology to develop a comprehensive, scalable and data driven compensation strategy that supports their evolving needs.

While the healthcare industry is always changing, COVID-19 put the team at Intermountain Healthcare to the test with the need to adapt to rapidly changing markets and adjust to the economic needs of their organization.



**"Payscale MarketPay makes my job as a compensation analyst easier; I can't imagine doing this job using only spreadsheets. First, MarketPay makes it really easy to market price a job. In addition, there are templates and really nice graphs to help you make sense of the data and report to leaders so they can make decisions about compensation. MarketPay also makes it incredibly easy to participate in surveys, match jobs, and rollover your salary data from one year to the next. Whenever we have questions or need assistance with migrating our data, our service reps at PayScale have been really responsive to our needs. We couldn't ask more from a partner."**

**Carolyn Spencer**

Senior Compensation Analyst, Intermountain Healthcare

## Solution and outcome

A small compensation team manages pay for Intermountain Healthcare's 40,000 employees. Due to the size and complexity of their salary data, Intermountain benefits greatly from Payscale's technology, data, and customer success team, which enables the organization to complete their annual compensation cycle from start to finish while making real-time adjustments and refinements that come up along the way.

As a healthcare organization, Intermountain Healthcare was heavily impacted by COVID-19. Market data for pricing in-demand jobs like nurses, respiratory therapists, and other clinical jobs was critical during the pandemic. There has been volatility in compensation trends due to high demand, limited supply, and the ease with which some positions, such as nurses, can change employers. Market data for nonmedical personnel positions such as custodians and executives were also valuable.

Overall, Payscale MarketPay enabled Intermountain Healthcare to respond to changes in compensation driven by the pandemic and the economy. In addition, due to their reliance on market data and focus on a talent strategy that includes compensation, Intermountain Healthcare is able to communicate with employees about how pay decisions are made. All employees are provided with a total compensation statement which includes total rewards. Employees know when they will be eligible for increases and what their new rate will be. The company publicizes its compensation practices in their companywide newsletter. Collectively, the ability to be transparent about pay improves employee engagement and allows the whole organization to focus on quality of care.

## 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](https://www.payscale.com).

### Survey participation

With over 30 surveys, Intermountain Healthcare relies on MarketPay to streamline participation processes that could take up to a week per survey otherwise. With Payscale, each survey is formatted according to the correct template, which makes it easy for Intermountain to pull and submit employee data requested. This reduces painstaking manual tasks from weeks to minutes.

### Payscale compensation surveys

Intermountain uses Payscale Compensation Survey Data, which includes industry survey data specific in healthcare, as an additional data source to fill the gaps where traditional surveys come up short and provide clarity for pay in rural areas. Payscale's Compensation Survey Data is salary data aggregated from all participating Payscale customers and updated quarterly to provide a fresh look at how the market is shifting.

### Market pricing

Intermountain Healthcare relies on MarketPay to price jobs according to a custom market pricing system. Managers ask the compensation team for market data quite frequently and this information is really easy to pull up in MarketPay, allowing for quick turnaround without a lot of digging. The process can be completed with a simple search aided by AI-powered recommendations for job titles and skills.

### Survey participation

Payscale offers custom tools as well as native integration with Tableau to enable Intermountain Healthcare to make recommendations to compensation consultants and the budget team based on market analysis for merit increases that are given in April. For example, reporting tools within MarketPay such as the Midpoint vs. Market Report save the organization considerable time by analyzing all jobs according to current pay structures in an auto-generated report.