

Dignity Health Case Study

UC, I-9, and The Work Number

Situation

Dignity Health is one of the largest health systems in the nation with 59,000 employees and 39 hospitals. Their mission is to deliver compassionate, high-quality, and affordable health services in the communities it serves.

As with most healthcare companies, they were being hit on multiple fronts from increasing compliance challenges around reducing operations cost while increasing efficiencies and standardizing HR-centric services. And with so many employees and facilities to manage, the HR and Payroll teams were experiencing some challenges. Each hospital had its own HR team with its own processes and procedures, which made it difficult to determine company-wide compliance for Form I-9 and UI Integrity.

Dignity Health knew that standardizing their processes was key to gaining insight into their programs and minimizing the risk of non-compliance. One of the core tenants of the company's values is stewardship of resources, so the HR team carefully weighed all options before deciding how to proceed. They decided the best solution was to strategically partner with a vendor specializing in HR compliance solutions. This would help them achieve their compliance goals, reduce costs, and relieve significant administrative burden for their HR staff. They turned to the Equifax Workforce Solutions healthcare team for assistance in three areas: unemployment cost reduction, Form I-9 compliance, and income and employment verifications.

Solution

Unemployment Cost Management

Unemployment Cost Management from Equifax has helped Dignity Health reduce unemployment costs and the risk of non-compliance. With 39 locations, insight and oversight into the program was a challenge. Dignity Health knew they could improve on their process, and standardization was key. With help from Equifax, Dignity Health now has a standard and cost effective process at all locations,

Client Profile

- One of the largest hospital systems in the U.S.
- 39 locations across three states
- 59,000 employees
- Over 10,000 new hires each year



providing full visibility into their company-wide unemployment program. As a result, they've achieved close to a 100% compliant claims response rate.

Manually managing the unemployment process is extremely time-consuming, and Equifax was able to help the Dignity Health HR team gain efficiencies with the implementation of CaseBuilder. Working alongside the State Information Data Exchange System (SIDES) CaseBuilder provides a centralized and secure location for efficiently monitoring claims activity online while simplifying all case-related communication and information exchange. David Schnitzer, Manager, HR Technology at Dignity Health says, "The UI process is a convoluted, paper-based system and CaseBuilder has helped us be more efficient by automating the process." The time-savings resulting from automation has allowed the HR team to spend more time focused on their true goal: fulfilling the company mission.

I-9 Management

A dispersed workforce can cause challenges for many companies; Dignity Health experienced this with numerous employees fulfilling the I-9 function at each hospital. With help from Equifax, they were able to gain full visibility into their program.

Approximately 60-80% of I-9s are either missing, incomplete or have errors¹, and the average fine is \$935². With 10,000 new hires a year, Dignity Health didn't want to risk non-compliance. Adopting I-9 Management from Equifax allowed them to shift their focus. The streamlined program allowed the HR team to focus on ensuring that new employees have a positive experience and helping them be productive from day one. Schnitzer says, "Equifax has been a great partner and has allowed our team to focus on our strategic initiatives instead of administrative tasks."

Employment and Income Verifications

Because Dignity Health was sending employment data to Equifax for other services, Equifax was able to fulfill employment and income verifications on their behalf through The Work Number service. Although this wasn't initially something Dignity Health was looking to outsource, it has unexpectedly helped to streamline their HR processes.

Equifax completes approximately 7,500 verifications a month—that's 90,000 per year—on behalf of Dignity Health, which results in approximately 1,200 hours and over \$33,000 per month in internal savings or over \$400,000 per year³. The time savings has allowed the group to focus on more strategic initiatives. Not only has Dignity Health benefited from this significant savings in internal efficiency, but also has improved the overall security and consistency in their verification process. An automated verification process like The Work Number helps minimize legal risk to employers by removing the human element from the verification process, ensuring all employee information provided to requesting verifiers is indeed factual.

Results

Dignity Health has been pleased with the results from Equifax programs. Schnitzer says, "Equifax works as a partner with our internal contacts to bring the needed value to each of them while ensuring the process is uniform and consistent for the organization overall."

After implementing I-9 Management through Equifax and streamlining the process significantly, Dignity Health faced an ICE audit. The Work Number combined with I-9 Management helped them to catch missing I-9s immediately by comparing forms to current payroll data, so they were well-prepared for the audit. Dignity Health was found to be 100% compliant.

In addition to the cost savings and improved compliance, the Dignity Health HR team has achieved considerable time savings. Streamlining their HR processes has allowed them extra time to focus on the most important thing: ensuring the company is able to provide compassionate, affordable health care services in the communities it serves.

¹ Source: Jackson Lewis

² Poyner Spruill (2014, April 14). Employers Must Be Prepared for I-9 and E-Verify Inspections. <http://www.poynerspruill.com/publications/Pages/BePreparedforI9andEVerifyInspections.aspx>

³ Savings calculated based on the following assumptions: HR personnel annual salary \$40,000 + 25% benefits = \$50,000; estimate of 10 minutes per verification (received by mail, fax, telephone, email), if completed internally. Assumes verifier has been credentialed under FCRA. If not, a higher allocation should be used. Hourly wage = ~\$23/hr.

 **CONTACT US TODAY**

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EFX-WS-3041-09/28/2015

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