Workday and Community Health Services of Georgia

Connecting to the Future Through a Unified Suite of Applications

When your mission is focused on providing Georgians with an integrated health delivery system, it's critical to be able to access relevant information when you need it, and how you need it. The member organizations that comprise Community Health Services of Georgia (CHSGA) provide services to aging adults and their families in every county in Georgia, striving to make their experiences positive. As the healthcare industry changes and a new generation of technologically advanced associates enters the workforce, CHSGA looks to Workday for an enterprise solution that can prepare it for the future and strengthen the services it offers.

Technology to Empower Associates

Before moving to Workday, CHSGA dealt with legacy "green screen" systems and manual, paper-based processes. These systems fell far short of what the forward-thinking organization needed to empower a growing workforce of more than 6,000 associates and to easily scale and adapt to changes and improvements to services.

"The goal of the Workday project was to find software that would prepare us for the future," according to Blair Lake, vice president of human resources for System Administrative Services (SAS), a member organization of CHSGA that provides shared services, including HR, benefits, payroll, and information systems. "Associates entering today's workforce will expect modern technology, and we wanted to provide a best-in-class system that will help them be more efficient and effective in their jobs. Ultimately, we want to enable the health care professional to focus even more on the people they serve."

The CHSGA and SAS teams did an unusually thorough search for a new technology partner, considering 19 different vendors. Right away, the team liked Workday's cloud-based approach and intuitive interface that would appeal to associates. "It's very user friendly and has a modern interface," Lake says. "Also, since Workday is delivered in the cloud, we don't have to manage server farms or worry about whether the servers are down. We now have the confidence that if something were to happen, we could access what we need to access when we need it." In addition, with Workday, member organizations are always on the same version, with no more worries about who has upgraded and who has not. This creates greater operational efficiencies overall.

Business Case at a Glance

6,000+ associates throughout Georgia

Headquartered in Macon, Georgia

Workday Applications

Workday Human Capital Management

Workday Financial Management

Workday Payroll

Workday Procurement

Summary of Business Benefits

A single, reliable source of HR and financial data across the organization for better, more proactive business decisions

Consolidation of member organizations into a single chart of accounts for financial reporting

Enhanced audit trail and cost reporting

More timely and accurate expense reporting

Increased ability to comply with new requirements of healthcare reform

"We had a manual process before," Lake says. "According to our information systems associates, with Workday we have jumped four generations of software. We were on green screens, on a mainframe system, and now we're using what we consider best in class: Workday."

A Unified System Leads to Better Management

For Angela Hammack, vice president of special projects at CHSGA, a key goal for the project was creating a unified suite of applications that everyone can use. With all of the critical HR and financial information in one place, the organization can get an integrated view of all aspects of the business to better manage the workforce and control costs.

"We wanted one source of information," Hammack says. "In our legacy system, you would often have to log off and log on again to get into a different area. With Workday, everyone is on the same platform with the same source of data, which improves both accuracy and productivity."

Lake is similarly positive about having a single version of data to work with across the organization. "Workday is our system-of-record," he says. "With one system, we have a complete view and understanding of our costs, enabling managers to make better decisions."

A New Level of Financial Insight, Performance, and Control

Bringing together financial information was also critical for the organization, according to Hammack. "One of the challenges we had prior to Workday was multiple charts of accounts," she says. "With Workday, we have been able to consolidate all of the member organizations into one chart of accounts, and we haven't lost any functionality or level of detail. As a matter of fact, it has enhanced the level of detail that we're able to achieve with financial reporting."

Workday Worktags functionality—a way to identify key dimensions to track—was new to Hammack and her team. "It was one of the things we were excited about," she says. "If we want to know the expenses related to a certain project, we can apply Worktags system-wide. This allows us to truly capture the cost without a tremendous amount of effort." As an example, she cites a recent renovation project, where CHSGA could track expenditures at a level of detail never possible before.

Hammack also praises the improved audit trail now possible with Workday. "This is huge for us from a financial perspective, because we're all about accountability. And the accountability within the Workday system is phenomenal," she says. "We really enjoy having the audit trails to drill down into and see the detail all the way to the invoice level. It's been a incredible asset for our financial analysts."

Keeping Up with a Mobile Workforce

Another key advantage of Workday's cloud-based approach is the ability to access the system from any device. CHSGA has a highly mobile workforce. With Workday, they now have access to relevant information in the moment and can perform critical tasks wherever they are.

"We can access Workday anywhere that we have an Internet connection, which is very important for us because many of our managers are on the move," says Hammack. "They don't have to be at their desks to approve invoices, time off, or expense reports, and it doesn't hold up the business processes at the other member organizations."

Lake agrees, saying that he no longer has to wait to access information that he needs right away. "If a question comes up in a meeting, I can sign on from my iPhone® and pull up the data right there, and that's very powerful. I don't have to return to my desk or wait for a report to run. I can actually drill down to the information I need. It's that simple."

Expense reporting has become easier and more efficient with Workday, because associates can create their reports in Workday and managers can approve them the same way. Mobile workers can even use the Workday mobile apps to take a picture of their receipts and submit them remotely, explains Hammack. "They are reimbursed faster this way. Previously, a data-entry employee had to enter all the information. Now, the associates do it themselves. It's allowed us to free up our data-entry specialists to move on to other projects."

Greater Confidence for Better Decisions

"Workday has empowered the member organizations we serve," says Lake. "Associates have the information they need. Business processes are shored up. We have a trusted data source and are confident in that information. And when you have confidence, you can make better, more informed business decisions."

He sums it up this way: "Our partnership with Workday has provided us with the tools we need to work towards our goal of serving the people in our communities."