



IN THE BUSINESS OF YOUR SUCCESSSM



Business Overview

pt Health Care Solutions Corp. is one of Canada’s fastest growing health care services companies, delivering patient-centred care in physiotherapy, chiropractic, occupational therapy, chiropody, sports medicine, athletic therapy, massage therapy, and naturopathic medicine through its 100 clinics. pt Health also connects Canadians with specialized care through national affiliated clinics.

The Client

Organization name: pt Health Care Solutions Corp.

Number of employees: 1,800

Industry: Health Care

In business since: 2004

Location: Hamilton, Ontario

Website: www.pthealth.ca

The Challenge

When the owners of seven independent physiotherapy clinics pooled their resources 10 years ago, they had a vision of national growth. The concept took off with clinic owners attracted to centralized administration, marketing and profit-sharing options.

“It was very fast growth,” recalls Peter Ruttan, pt Health’s Director of Human Resources, who explains their rapid expansion to 100 clinics and 1,800 staff, coupled with aggressive plans for the future, brought to light administrative and process issues that needed attention or future growth would be jeopardized.

“If you don’t have a system that can handle growth, you can get into big trouble pretty quickly,” explains Ruttan. “We couldn’t do reports that could say whose payroll increased in the last pay period. And, when payroll costs increased but revenue didn’t, we had a bigger problem.”

They also weren’t convinced their data was accurate. “No one trusted the payroll database and no one trusted the HR database,” says Ruttan. “When the Canada Revenue Agency asked us for data from previous years, we found out there were a lot of errors with T4s. We were fixing it but there were just so many errors.”

With goals to double their corporate clinics and add 500 network clinics, pt Health needed more efficient administration and HR processes.

“ADP Workforce Now forms the foundation of how we plan to grow. The system allows us to scale fast which gives us a competitive advantage.”

*– Peter Ruttan, Director of Human Resources,
pt Health Care Solutions Corp.*

Case Study





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“We added every feature available in ADP Workforce Now because we saw real value in a fully unified system.”

– Peter Ruttan, Director of Human Resources, pt Health Care Solutions Corp.

The Solution

After a lengthy investigation and analysis, pt Health chose ADP Workforce Now as its human capital management solution, giving them everything they needed for workforce management including payroll, time and attendance, human resources, and recruitment.

“We have an advantage over other clinics because we have a scalable infrastructure underpinned by this (ADP) technology and coupled with our call centre. We can now move faster than others (in our business)” says Ruttan.

ADP Workforce Now easily allocates staff time to the right service or clinic and provides Ruttan with real-time reporting on clinic performance to allow informed decision-making about staffing for optimal service levels and profitability. And he knows the information he’s getting is timely and accurate, so he can make informed business decisions in real-time.

In addition, pt Health uses ADP Workforce Now recruitment module to streamline hiring of office and administrative staff from a centralized database of candidate applications.

“We added every feature available in ADP Workforce Now because we saw real value in a fully unified system,” Ruttan explains.

The Outcome

With greater visibility, pt Health can now analyze revenue and staffing levels to maintain optimal financial ratios. Ruttan explains they aim to keep HR costs within 50% and administrative costs to around 10% of total revenue. Previously, they couldn’t track these ratios but ADP Workforce Now reports let them quickly see a clinic’s staff to revenue ratio before making a hiring decision.

The recruiting module has streamlined hiring for front desk and administrative positions, which could attract up to 50 applications each. Online resume screening speeds pre-qualification and lets supervisors see candidates more quickly.

“We get very timely and accurate information so we can proactively manage clinic performance using data we can trust,” he says. “Our general ledger requirements are very complex,” explains Ruttan, noting the data is seamlessly connected into their financial system for accurate reporting and remittances.

Ruttan says the unified system has reduced data entry requirements. With the information from the recruitment module feeding payroll, time and attendance and HR systems, errors are reduced and duplicate entries eliminated. “We needed a unified system so that we only had to go to one place to find information about employees past and present. This was huge for us.”

The solid infrastructure gives pt Health confidence to grow, and they are now adding a network of referral clinics coast to coast.

“It (ADP Workforce Now) has saved us a lot of money because the accuracy and the immediacy of the data,” says Ruttan. “Today, everything is now under control and compliant.”

Business benefits to pt Health Care Solutions Corp.

- Accurate and timely financial and payroll reporting allows pt Health to assess staffing ratios for optimal financial returns, providing a scalable platform, increased competitiveness, and growth.
- Automating application screening with ADP Workforce Now Recruiting Module cuts hiring time, while integration with payroll and HR modules reduces data entry errors.

“We can make decisions quickly using information we know we can trust.”

– Peter Ruttan, Director of Human Resources, pt Health Care Solutions Corp.

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