

# Cabinet Peaks Medical Center HR Finds Efficiency in Digital Records

Leveraging BambooHR® Benefits Administration to its full potential, Cabinet Peaks uses BambooHR's all-in-one HRIS to move into the present day of technological innovation.



## About Cabinet Peaks

**Industry:** Healthcare

**Company size:** 300–500 employees

**Coverage:** Libby, Montana

**Features applied:** Benefits Administration, Employee Database

Cabinet Peaks Medical Center is a 25-bed critical access hospital with services and technology that go far beyond what you would expect from a facility its size. Its services bridge the gap, bringing sophisticated healthcare services to the Libby community, in Customer Success, Value Engineering, Operations, and more.

## Challenges

Cabinet Peaks Medical Center relied on paper files and filing cabinets, and these manual processes needed to evolve to keep up with leadership and employee needs.



### Lack of a Centralized Database

As a healthcare organization, Cabinet Peaks gets audited on a yearly basis. With manual systems and employees who have been with the company for over 30 years, just finding information on a day-to-day basis was difficult, so gathering information for those in-depth audits was nearly impossible.



### Limited Visibility into HR Processes

Manual processes made it difficult for Andre to report on HR metrics or answer HR-related questions, even for things that seemed simple, like how long a job posting had been open or how many applications it received.



### Error-Prone Benefits Administration

"Open Enrollment was lots and lots of paper that we would then have to translate into Excel spreadsheets," Erin Howard, HR Generalist at Cabinet Peaks, explains. "[And] the more data entry you manually do, the more potential exists for human error."

## Solution

Cabinet Peaks Medical Center needed to graduate from filing cabinets and put everything in a centralized system. Andre and Erin have not only transitioned out of manual processes, but they've also transformed their HR department into a strategic powerhouse. "BambooHR has freed us up to have conversations about employee engagement, employee relations, and start thinking strategically," says Andre.

Erin and Andre have taken advantage of new product rollouts in BambooHR. "Prior to BambooHR, the benefits enrollment process was full of paperwork," Erin explains. With Benefits Administration, she can easily keep track of everything during enrollment. "Whether it's setting up the benefit plans, going through somebody's elections and making the necessary modifications or corrections, adding in those last-minute details, it's simple and easy," says Erin.



## Results

### Improved Reporting to Leadership

“With BambooHR, our leadership understands how we’re trying to grow employee engagement and satisfaction. We’re able to break down pain points by department and work to address them,” says Andre.

### Reduced Time to Fill Out Forms by 50%

Prior to BambooHR, filling out 1095 forms took two people two weeks to complete. With Benefits Administration, the process takes half the time. BambooHR simplified I-9s, too, generating everyone’s form with all the demographic information pre-populated.

### Easier Year-Round Benefits Administration

“When someone has a life status change, they already know the process. I just create a new window, and they go in and make their changes. It’s done in less than five minutes,” says Erin.

### Increased Productivity by 30 Hours per Week

The Cabinet Peaks HR department has been short-staffed, yet, “even with the manpower we lost, I’ve still been able to keep myself afloat, and that was a 30-hour-a-week position,” says Erin.

# 30 hours

each week saved by streamlining through BambooHR

# 50%

reduction in time to fill out 1095 forms

# Eliminated 3

filing cabinets full of paper records



**“BambooHR is HR for HR. They listen, help assist, and make our day-to-day lives easier just like we do for our employees.”**

ERIN HOWARD, HR GENERALIST AT CABINET PEAKS

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