

Case Study: Cape Fear Cardiology

A Cardiac Care Center • Based in Fayetteville, NC • Using WorkforceHub since May 2021

For over 20 years, Cape Fear Cardiology has been providing advanced cardiac care to civilian and military patients. Their team of cardiologists has 125 years of collective experience in diagnosis, treatment, recovery and ongoing management of heart health.

We recently spoke with Donna Mitchell, Practice Administrator for the 27-employee organization, and she explained how Swipeclock has transformed employee time and attendance management.

ADVANCED REAL-TIME PUNCH CAPTURE

Prior to using WorkforceHub, the practice used a swipe card time clock that had some glitches. Donna explained, "If you had one little bump in there, it wouldn't swipe. If the employee swiped a second time, sometimes the device would clock them out. When the clock captured incorrect punches, it was more difficult to correct it."

With WorkforceHub, there are fewer errors and they are far easier to fix. Donna also confirmed that payroll accuracy has improved with the new clocking system, mentioning that the automatic rounding feature has made her job easier because she previously rounded manually and it was tedious and time consuming.

CLOUD-BASED TIME AND LABOR

Before getting WorkforceHub, Donna had to do all timekeeping tasks and payroll prep on a workstation in the main office, even though she works at several locations. WorkforceHub is cloud-based which allows Donna to manage her team from her work computer. Employees love cloud access as well, and appreciate being able to see their timecard, punch status, and PTO accruals.

In addition, the WorkforceHub Mobile App allows Donna and her employees to check time data from a smartphone or tablet.

Cape Fear Cardiology has many remote employees at various locations around the country. Centralized time data with real-time punch capture helps Donna easily manage time and attendance for her remote team members.

At a Glance

THE RESEARCH PARTICIPANT

Cape Fear Cardiology

THE SOLUTION

WorkforceHub

THE SITUATION

- Payroll prep had to be done on one workstation
- Employees couldn't see their time data
- Manual timekeeping and overtime calculations
- Unreliable swipe card time clock

THE SOLUTION

- Cloud-based time and labor accessible with any connected device
- Centralized communication about timekeeping and scheduling
- Employees can see their timecard, schedule and accruals 24/7
- Automated meal tracking provides key insights about shift staffing

“With WorkforceHub, I can see right off the get-go, day to day, who may have overtime.

Before, I had to add it up and see where they were. Here, it just pops up. WorkforceHub saves it and I don’t have to worry about losing it.”

IMPROVED COMMUNICATION

In healthcare, poor communication about employee time and scheduling can impact the quality of patient care. WorkforceHub allows Donna to more easily communicate with employees about their time. “This is nice because, before, I had to go tell them (or manually send an email) and it was a longer process. With WorkforceHub, I can send a message right from the system.”

OVERTIME MANAGEMENT

Carefully managing overtime is important for any medical practice. Unplanned overtime can inflate labor costs, contribute to employee burnout and increase the risk of mistakes. Before WorkforceHub, Donna had to manually tally work hours to know who was nearing overtime. Then, she had to scan it into a special workstation.

“With WorkforceHub, I can see right off the get-go, day to day, who may have overtime. Before, I had to add it up and see where they were. Here, it just pops up. Everything was so manual before. I like the way WorkforceHub tracks it because it’s easier for me to refer back to. WorkforceHub saves it and I don’t have to worry about losing it.”

EMPLOYEE SELF-SERVICE

The fact that employees can now see their time data has been transformative for the practice. “Before, they could not see their time. That’s been the biggest thing. They don’t have to wonder, ‘Did I clock in?’ Now, all they have to do is go in there and look at it and they know if they clocked in or not. So that’s something that saves me time, because it would drive me crazy sometimes.”

MEAL TRACKING

WorkforceHub meal tracking gives Donna important insights about day-to-day shift staffing. For example, Donna can look in the system and see at a glance when employees took their lunch. “If I see an employee that worked six hours before they took their lunch, I want to know, ‘Why did they do that? What happened? Did they not have coverage? Did somebody relieve them or not relieve them.’ I couldn’t do that before.”

WorkforceHub Manages Mission-Critical Time and Labor Processes

WorkforceHub is helping Cape Fear Cardiology capture real-time punch data, save administrative time, improve payroll accuracy and provide employee self-service timecard access.

To learn more about WorkforceHub, [schedule a demo today.](#)