

Washington State Health Care Provider Heals Inefficient Processing



Business

Services - health

Challenge

- Needed way to track employee information electronically
- Needed more efficient payroll system
- Needed better way to train employees

Solution

Abra HR®
Abra Train®
Abra Attendance®
Abra Payroll®

Results

- Enhanced company's operations easily and efficiently

Columbia Basin Health Association (CBHA), a thirty-year old health and wellness center, operates full-service medical, dental, pharmacy, laboratory, and support services in Othello and Mattawa, Wash. CBHA is staffed by 11 medical practitioners, three dental practitioners, three pharmacists, and more than 125 support employees. The center serves more than 75,000 medical and dental patients per year.

In 2000, CBHA sought help of its own when it hired a human resources consultant to review its practices and procedures, and recommend areas of improvement. At the time of the review, the center kept all its records manually, making information recovery difficult. The consultant made one key recommendation – establish a new software system to meet the needs of a growing health and wellness center.

"We are impressed with Best Software's ability to enhance our company's operations with ease and efficiency," said Ninfa Hilmes, the center's Human Resource Manager.

In August 2000, CBHA selected Best Software's Abra HR® and Attendance® to address its immediate business requirements. The software system is being used by Ninfa Hilmes, the center's human resources manager, to track employee records, including absences, tardiness reports, and employee reviews, among other HR functions. The CBHA also recently added the Abra Train® and Abra Payroll® modules to its system.

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In early 2002, CBHA was honored as Othello's Business of the Year at an Othello Chamber of Commerce ceremony.

The **ABRA** Suite® family includes:

- Abra HR®
- Abra Payroll®
- Abra Train®
- Abra Recruiting Solution™
- Abra OrgChart™
- Abra Attendance®
- Abra Alerts®
- Abra Employee Self-Service™

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