

VCU Health System Transforms their HR Services and Support with a Solution Center that Combines Process Knowledge and Technology

ATLANTA, GA – (February 26, 2018) – ScottMadden, Inc., a general management consulting firm, has released a new [case study](#) focusing on the transformation of VCU Health System’s human resources services and support. This report reviews ScottMadden’s role in transforming and positioning human resources to increase effectiveness and drive value for the overall organization.

Healthcare organizations are faced with numerous human resources-related challenges, including talent acquisition, retention, and employee engagement, that are currently heightened issues in their industry. They also must address an extensive list of guidelines by the Joint Commission to ensure safe, high-quality care and service, in addition to complying with an enormous number of regulations to verify staff qualifications, provide orientation and ongoing training, and ensure staff sensitivity to cultural diversity. ScottMadden recently worked with VCU Health System to position the human resources organization to better pursue these key challenges.

“We wanted to explore new options for improving internal support and communications with our workforce, streamlining and standardizing processes, reducing administration and human errors, and managing increasing workloads,” said Deborah Slayden, Director of HR Operations at VCU Health System.

VCU Health System turned to ScottMadden to improve its employees’ and managers’ experiences by providing easier access to accurate information in a more timely manner, maximizing support efficiency, and responding to a high volume of transactions without increasing human capital operating cost. The ScottMadden team designed and implemented a new Human Resources Solution Center, defined where services would be delivered within human resources, trained the team on the new delivery model, designed and deployed supporting technologies, and supported the organization-wide implementation and change management.

The Human Resources Solution Center provided impressive results for VCU Health System, automating procedures, ensuring process consistency and compliance with mandated policies, improving accessibility, and reducing response times. “With this technology, HR has been able to reorganize how work gets done, thereby enhancing our professional value to the organization,” said Slayden. “The new technology provides transparency—team members can access information and track their inquiries when and how it’s most convenient. The technology also allows us to gather metrics so that we can constantly improve our service to team members.”

“The results have exceeded our expectations,” said Maria Curran, Chief Human Resources Officer. “ScottMadden knows the industry and are experts at shared services. They went above and beyond the scope of work.”

“Our approach starts with understanding the organization and blending in our approach and experience. The combination of client engagement, ScottMadden’s transformation expertise, and ServiceNow’s HR solution made this an exceptional outcome,” said [Jerred Crosby](#), partner at ScottMadden. “We really appreciate the opportunity to partner with VCU Health on its HR transformation and look forward to its continued success,” added Brad Cauthen, manager at ScottMadden.

To learn more about our expertise in shared services healthcare or to schedule time to meet with one of our industry leads, please [contact us](#).

About VCU and VCU Health

Virginia Commonwealth University is a major, urban public research university with national and international rankings in sponsored research. Located in downtown Richmond, VCU enrolls more than 31,000 students in 217 degree and certificate programs in the arts, sciences and humanities. Thirty-eight of the programs are unique in Virginia, many of them crossing the disciplines of VCU’s 13 schools and one college. The VCU Health brand represents the health sciences schools of VCU, the VCU Massey Cancer Center and the VCU Health System, which comprises VCU Medical Center (the only academic medical center and Level I trauma center in the region), Community Memorial Hospital, Children’s Hospital of Richmond at VCU, MCV Physicians and Virginia Premier Health Plan. For more, please visit www.vcu.edu and vcuhealth.org.

About ScottMadden’s Corporate & Shared Services Practice

ScottMadden has been a pioneer in corporate and shared services since the practice began decades ago. Our Corporate & Shared Services practice has completed more than 1,600 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from entertainment to energy to high tech. Examples of our projects include business case development, shared services design, and shared services build support and implementation.

About ScottMadden, Inc.

ScottMadden is the management consulting firm that does what it takes to get it done right. Our practice areas include Energy, Clean Tech & Sustainability, Corporate & Shared Services, Grid Transformation, and Rates, Regulation, & Planning. We deliver a broad array of consulting services ranging from strategic planning through implementation across many industries, business units, and functions. To learn more, visit www.scottmadden.com | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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Media contact:
Mary Tew

marytew@scottmadden.com

919-714-7628