



Location: Wickenburg, AZ

Number of Employees: 165

Product: Insight Expert

www.wickhosp.com

Business Drivers:

Retain Talent

Improve Performance

Motivate Employees

Cost Containment

Wickenburg Community Hospital

Motivating employees and surviving in a market-driven economy.

Situation

Wickenburg Community Hospital (WCH) is a non-profit community-owned hospital that provides services to the growing community of Wickenburg and the surrounding areas. WCH's services include: 19 acute care beds, rehabilitation, radiology imaging/cat scan/mammography/MRI, laboratory, cardiopulmonary care, physical/speech/occupational therapy, and nutritional counseling.

WCH is a rare non-union facility in an age when most hospitals are unionized. Unions favor grade and step increases and WCH was struggling to keep their head above water with that compensation approach. They were also struggling to motivate employees to perform at their best levels with a grade and step approach.

- A step and grade approach was too costly to maintain and controlling costs was a major priority for this community-owned hospital.
- Employees were not motivated to perform at their best when performance wasn't being recognized in salary increases.
- Wickenburg's Director of HR spent hours on salary surveys and at the World at Work library looking for relevant benchmark data, which was outdated even when 'new'.
- Some of their positions, like Physical Therapists, have had dramatic changes to their compensation over the years. They were challenged to find relevant market data.

PayScale Advantage

"I needed relevant, updated data, along with a compensation tool and help getting it all right. I trust PayScale since compensation is their only focus."

Bill Horn,
Director of HR

Ready to Retain Talent?

Contact a PayScale representative today.

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They made the important decision to move away from grade and step to a market-driven pay for performance based pay system. They use Insight Expert to get fresh market data for all of their positions and the tools to help them easily manage their pay-for-performance model. In addition, the ongoing consulting services provided with Insight Expert has helped to get them on track with their compensation strategy and ensure that they stay on track throughout the years.

- Price their unique jobs with fresh, accurate market data.
- Align their compensation plan with a new pay for performance approach.
- Receive all the guidance they need to get comp right with ongoing consulting management as part of their Insight Expert subscription.

Business Results

Now Wickenburg's expenses are under control and their employees are motivated to perform well on their jobs, knowing that they will be better rewarded for their efforts. PayScale's data has helped them track market changes and make sure they are staying competitive by retaining crucial talent.

- Retain crucial talent by paying for performance.
- Constrain costs by allocating raise budgets according to performance and knowing the market value of all employees.
- Develop and maintain a structured compensation strategy.

About PayScale, Inc.

Creator of the largest database of individual compensation profiles in the world, PayScale, Inc. provides an immediate and precise snapshot of current market salaries to employees and employers through its online tools and software. PayScale's products are powered by innovative search and query algorithms that dynamically acquire, analyze and aggregate compensation information for millions of individuals in real time. Publisher of the quarterly PayScale Index™, PayScale's subscription software products for employers include PayScale MarketRate™ and PayScale Insight™. Among PayScale's 2,500 corporate customers are organizations small and large across industries including Mozilla, Tully's Coffee, Clemson University and the United States Postal Service.

For more information, visit www.payscale.com/hr.

“With other surveys, I had to spend a lot and give a lot in order to get a little. With PayScale, I can price my key jobs as often as I want without having to participate in a survey.”

Bill Horn,
Director of HR

