

Company
PeaceHealth

Headquarters
Vancouver, Washington

Industry
Life Science

Products and Services
Health Care

15000
Employees

800
Physicians

\$2.0B CAD
Revenue

Partner: **Rizing HCM**, formerly 3D Results

PeaceHealth: SAP SuccessFactors Talent Management Implementation and CSB

Scope & Objective

- PeaceHealth needed to combine Health Systems from several different mergers
- PeaceHealth was moving from independently operated units to a single operating company and needed to improve, streamline, and standardize processes to ensure its employees – called caregivers – could fulfill PeaceHealth's mission.

Why Rizing

- They wanted to use SAP SuccessFactors for a new, standard performance, talent, and recruiting tool to replace disparate/outdated/homegrown systems
- Rizing HCM implemented SAP SuccessFactors Goals & Performance Management, 360, and Recruiting to standardize many aspects of PeaceHealth's complicated HCM transitions. This set the groundwork for PeaceHealth to accurately and accountably manage their talent

Outcome

- Completed in-depth workshops, including Current and Future State, to help PeaceHealth design processes to instill new expectations of how caregivers should behave, and align the health system's strategy and culture with SuccessFactors technology.
- When PeaceHealth went live in 2013, it changed its performance culture from punitive to one of continuous feedback meant to improve and align the collective mission.
- Rizing HCM provided Career Site Builder admin training and integration with Recruiting Management which enabled Peace Health to enhance their candidate experience.

Benefits

- Better accessibility, visibility, and understanding of the HR policies, programs and processes
- Rizing HCM utilized Change Management activities including stakeholder analysis, risk analysis, and change agents, which all enabled PeaceHealth team members to maintain visibility and understand competing interests to ensure the project stayed on track.



Increased PeaceHealth's ability to standardize their Talent Management process



Increased caregiver focus on performance culture, and developed a more suitable talent management strategy



Decreased the amount of time it took PeaceHealth to get acclimated to their new systems with Rizing HCM Change Management