



ENLOE'S MESSAGE

Hear from the CEO

Episode 33: Introducing Workday

Jolene Francis: Enloe's Senior Team message is presented in this caregiver-centric podcast providing an update on what's new and exciting across the campuses of Enloe Health. Hello, everyone. I'm Jolene Francis, Vice President of Philanthropy and Communications. Welcome to the October 2024 episode of Enloe's Message. Today, we welcome Shannon Smith, Vice President of Human Resources and Enloe Health's Chief Compliance Officer. Hi, Shannon. How are you today?

Shannon Smith: I'm good. How are you, Jolene?

JF: Great. Thanks for joining us on the podcast. Something big has happened at Enloe Health yesterday, and your team played a critical role in that launch. So, I'm asking — from your perspective — what's the most important and exciting part of the new Workday program?

SS: Yes, I am excited to say that Workday — our new Human Resources information system, also called HRIS System — went live yesterday. It was a process that took the HR and Finance and Payroll teams a couple years to research and implement. Enloe Health has not had a comprehensive and integrated HRIS system that also is a new payroll system before, and this is exciting technology for the HR recruiting and payroll teams. I think, for me, the most exciting part is that by having one system for almost all of our employee data, information will seamlessly flow between departments and to our employees and leaders. No more paper change-of-status forms, and there'll be a huge reduction in duplicate data entry from staff.

JF: That is pretty exciting, and it must be really rewarding to have a program or project like this that took years to prepare for come to fruition. So, congratulations on that. Can you tell us what are the features that our staff will find the most exciting and convenient?

SS: Sure. Employees will have access to paystubs, benefits, personal information — all in one system — so it's really a one-stop shop. And we haven't had that before from an HR system standpoint. They'll be able to complete name changes, address changes and emergency contact information at any time. There's also an interactive org chart that all employees will be able to see for the entire organization. That might be one of my favorite features.

JF: Yeah, that's going to be helpful because we do have an org chart. It's kind of hidden, hard to find, hard to navigate through, so I think that's pretty exciting as well. How easy is this system to use? I mean, will it be easy for employees and managers to get in and navigate through the system? I know we've been doing some trainings, but we haven't really been hands-on. How easy will it be?



ENLOE'S MESSAGE

Hear from the CEO

SS: Oh, I think it will be really easy, especially once you've been in the system for the first or second time. I think after that people will be able to maneuver around really easily. Employees and managers will have access to the system from any device, their desktop or mobile device, because it is a cloud-based system. I think it's intuitive and easy to use, and there's an AI feature that is called the Workday Assistant that will help answer any questions if there's an absence of a live person to be able to reach in Human Resources or Payroll.

JF: Wow — that's great. It does sound like it's going to be very convenient once we all get used to it. What suggestions do you have for our staff to help them get acquainted with the new system?

SS: For employees, the best resource is the information located on Inside Enloe. There are FAQs. There's login information, quick reference guides and training materials. So almost anything anybody needs just to get into the system and get quickly oriented will be out there and inside it.

JF: That's great. And as the Marketing & Communications team always reminds people that everything you need to know, it's going to be on Inside Enloe, so I hope people are checking it on a regular basis. There's really great information there. So, Shannon, I've heard that some systems support HR and payroll reporting will stay, while others will be retired in the future as a result of this conversion. So, can you give us an idea of what stays the same and what changes we have on the horizon?

SS: Sure. So at go-live, which was Sept. 30, benefit enrollment, personal information changes, the ability to fill out job transfers, and self-evaluations for probationary evaluations will all be done in Workday. Those are the things that are happening immediately now. We are keeping — for now — Symplr Performance Management for annual evaluations and ACATs, but those processes will transition to Workday in the future. Employees will still be able to access "MyADP" for previous paystubs and W-2 information. What's not changing is API, which does our scheduling and timecards, or OAK, our learning management system. Those systems are staying as-is.

JF: Okay. Well, thanks for all that detail, Shannon. It's really so helpful and we're excited to see this new system. I've talked with folks I know who work for other organizations that utilize Workday and they appreciate it. They think it's easy and their employees like it, so I'm excited to see where we go with this. Is there anything else you wanted to share with all your Enloe colleagues today? Anything important going on you want to share?



ENLOE'S MESSAGE

Hear from the CEO

SS: Well, I think it's just important to really acknowledge all the hard work that the teams have put into making Workday successful and go live. Like I said, this has been a process for a couple of years and I really want to express gratitude to the HR recruiting, finance, payroll and IT teams. They have worked incredibly hard to have this system come to fruition. So, thanks to them. I greatly appreciate them.

JF: Well, congratulations to you for pulling this all together. We appreciate it because you always look out for us. You're doing a great job. Thanks for being on the podcast. That's about all the time we have today. So, I want to thank you again for sharing time behind the Enloe microphone. And before we sign off, just a reminder that nominations for the Physician Legacy Award are now open. So, if you have a physician in mind you want to recognize as having left a lasting legacy on the organization, please seek out that nomination form on Inside Enloe and get it submitted. A special thanks to all our caregivers for spending time with us and sharing this program with your colleagues and friends. We'll talk again in November when we're joined by another member of the Senior Team to discuss what's new and exciting around our campuses. Thank you for all your hard work and for choosing to be part of the Enloe Health team. Take care, everyone.