Choosing partners with long-term care industry knowledge and experience

ABOUT HYATT FAMILY FACILITIES

In 1952, Jeff and Randy Hyatt’s grandfather bought one of the first licensed nursing homes in the Pacific Northwest. For many years the building was completely full and 100 percent privately occupied. In the 70’s, their parents bought Yakima Convalescent and built Yakima Retirement Manor. Since then, Jeff and Randy have taken up the family business and formed Hyatt Family Facilities. They now have several facilities in Yakima Valley and Spokane.

BACKGROUND

When it came time to replace their outdated software systems, Hyatt Family Facilities wanted to find companies that understood the long-term care industry’s needs. They found what they were looking for with SmartLinx Solutions and VCPI.

WORKING TOGETHER AS STRATEGIC PARTNERS

It was important for Hyatt to find a labor management solution that was web-based and understood the facets of long-term care’s financial reporting and tracking needs. They also wanted to achieve a SaaS type model with applications and hosting available as a service. Hyatt chose to work with SmartLinx Solutions preferred hosting partner, VCPI, who also has extensive long-term care industry knowledge and specialization. SmartLinx and VCPI kept the partnership in mind and worked together to ensure the success of Hyatt.

ACCOMPLISHING THEIR MISSION

With the use of technology, Hyatt can maximize labor efficiencies by reducing errors, eliminating redundant data entry and making their labor management tracking more transparent. With partners like SmartLinx and VCPI, Hyatt can continue to concentrate on their number one priority, quality.

ABOUT SMARTLINX SOLUTIONS

SmartLinx Solutions is the #1 provider of labor management solutions focused on the long-term care industry. SmartLinx labor management suite includes staff scheduling, time and attendance, biometric time clocks, human resources, payroll, employee self service, and corporate planning and control. Facilities across the country have the ability to manage and eliminate unnecessary labor expense, increase employee satisfaction and ensure the highest level quality of care.

ABOUT VCPI

Headquartered in Milwaukee, WI, VCPI is the leading technology solutions provider to the post-acute market, providing a comprehensive outsourced IT solution. VCPI hosts software applications, including any financial and clinical applications, deploys messaging (email) software, manages volume-discount hardware procurement, provides custom training, and supports employees through any technology issue with a 24x7x365 Service Desk staffed by certified and credentialed professionals.

“We would definitely recommend SmartLinx Solutions and VCPI. The reporting and tracking abilities of SmartLinx make it the only choice in long-term care, while VCPI enables us to maintain a web-based platform that works within our current business model.”

Jeff Hyatt
COO, Hyatt Family Facilities

ACHIEVING DESIRED OUTCOMES

Because of VCPI’s reliability and responsiveness, Hyatt can easily access their SmartLinx systems consistently. With SmartLinx labor management solutions, Hyatt can now more accurately manage PTO, overtime, scheduling and payroll. It takes less time for their office staff to process payroll and it’s easier for department leads to manage overtime and PTO when all of their skilled nursing facilities use the same process.