

How ChenMed Streamlined Business Processes Across 80 Healthcare Centers



Customer: ChenMed

Customer Profile:

ChenMed is a family-owned, physician-led primary care provider serving moderate-to-low-income seniors with chronic diseases. With over 4,500 team members, they operate in 80 centers across 12 US states, aiming to change lives and healthcare through improved health outcomes.

Usecase:

Streamline employee onboarding, engagement, and organizational goals.

Industry Vertical:

Healthcare

ChenMed's Business Transformation team faced challenges in driving adoption of Workday's HCM solution and centralizing employee communications, onboarding, and critical processes. Employees struggled with complex tasks, hindering effective software navigation. To overcome these challenges, ChenMed partnered with Apty, a digital adoption platform, to empower users and enhance engagement.

With Apty's comprehensive suite of solutions, ChenMed implemented standardized processes for new hire onboarding and employee engagement. This led to improved understanding of new processes and wider adoption of Workday HCM technology. Apty's features, including guided workflows, data validations, change management, and training, enabled efficient management of goals and OKRs, while reducing internal support tickets.

The collaboration with Apty resulted in remarkable improvements in employee engagement, productivity, efficiency, and compliance. By streamlining their processes, ChenMed focused on their mission of transforming lives and healthcare, providing better patient care, and empowering their workforce.

As the partnership progressed, Apty enabled ChenMed to scale their digital adoption efforts across multiple applications, ensuring a cohesive user experience within their software ecosystem.

The Solutions and Benefits:

Apty empowered ChenMed to streamline onboarding and engagement processes, providing guidance and resources for employee success. The digital adoption platform not only ensured adoption of Workday HCM but also improved the overall communication, satisfaction, and process compliance.

Here's how Apty empowered Chenmed:



Apty empowered ChenMed to establish standards and consistent processes for managing new hire onboarding and employee engagement. This streamlined the onboarding experience, ensuring that employees had the necessary guidance and resources to quickly adapt and excel in their roles.



Apty assisted ChenMed in transitioning into a new LMS application, providing guidance and support for compliance-related course execution. This streamlined the management of training materials, improving accessibility and efficiency for employees.



With the help of Apty's analytics platform, administrators gained valuable visibility into employee struggles and compliance with new standards. This enabled them to create data validations using Apty, ensuring process compliance across the organization.



By leveraging Apty's digital adoption platform, ChenMed improved the understanding of new processes and adoption of Workday HCM technology among employees. This led to enhanced communication, increased satisfaction, and a smoother transition to new workflows and systems.

**Get Most of Your Enterprise
Tech Stack with Apty.**

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