

Large Hospital System Creates a Flexible Solution for Front-Line Workers

Challenge

Large accrued but unused PTO balances were leading to employee dissatisfaction, retention challenges, and concerns about increased liability.

- Generous PTO policy allowed employees to **carry significant balances** from year to year.
- Front-line employees were feeling burned out and **unable to use their PTO**.
- Over \$40MM of accrued PTO was sitting on the balance sheet.
- PTO policy was altered in 2021 to account for staff inability to use their PTO and certain classes of **employees were moving to a self-directed PTO** plan starting in 2022.

Solution

PTO Exchange launched to enhance engagement and support Financial Wellness initiatives.

- **Automated Integration with payroll** requires no ongoing support from client Payroll or HRIS Teams.
- Directors and AVPs could **exchange their PTO** before moving to a self-directed PTO policy in 2022.
- Remainder of staff can “normalize” their PTO balances and participate in Financial Wellness initiatives, leading to **increased satisfaction**.

CASE STUDY



Company Profile

AZ

Large Arizona-based Hospital System

11,000

PTO-Eligible Employees

Utilization in first eight weeks of program's inception:

\$4.26MM

of PTO exchanged

87,457

Hours (42 years of PTO)