



sourcing solutions

HR business process outsourcing for healthcare organizations

technology, infrastructure and expertise

In the healthcare environment, the push is on to control costs, enhance productivity and increase the efficiency of business processes – all while maintaining quality patient care. The pressure is particularly intense in human resources (HR).

TELUS Sourcing Solutions is a leading provider of full-service HR business process outsourcing in Canada, offering a comprehensive suite of HR services customized to healthcare organizations. We deliver the technology and infrastructure to manage critical HR services, enabling healthcare organizations to transform your organization into an anywhere, anytime interactive environment.

We put the latest HR tools and information systems to work in your organization, empowering all your healthcare professionals. Our services include:

Total compensation. Our consultative services cover job evaluations, jobs classification, pay philosophies, market reviews, and guidance on the development and design of your organizational structure.

Benefits and pension. This portfolio of services includes liaison with benefit providers and consultants, account reconciliations, financial management, pricing, consultative services to support labour relations, collective bargaining and HR professionals, and communication/education material development and deployment.

Payroll. Effectively managing multiple collective agreements and payment schedules is critical. We offer payroll generation, reporting, year-end payroll processing, timekeeper training and reconciliation of payroll accounts. Confidentiality of payroll records and employee information is strictly maintained in accordance with privacy legislation.

HR system services. Our business and system analysts have expertise in the development of business requirements, streamlining of business processes, documentation, user training, reporting and system integration.

Recruitment and workforce planning. TELUS can help you get the most value for your recruitment dollars – from the planning stages of your recruitment needs to the on-boarding of new staff.

Occupational Health and Safety. Our services include occupational health clinical services, emergency services related to occupational health and safety incidents and referrals to appropriate resources, disability and rehabilitation in coordination of the return-to-work program, and occupational safety with respect to recognizing, evaluating and developing controls for hazards in the occupational setting.

TELUS has over 30 years experience in providing HR-related services to healthcare organizations. We have been a key partner in the transformation of HR operations at the Calgary Health Region, helping to free up resources, reduce paperwork, and lower operational expenses. This partnership has been duplicated with Hamilton Health Sciences, and we now provide HR and payroll services to more than 35,000 employees in the Canadian healthcare sector.