

# Grifols Saves *Millions of Dollars* in Litigation & Unemployment Payouts with HR Acuity

## The Challenge

Prior to coming to Grifols, I was an ER leader for a health system that lacked continuity in terms of record keeping for case management. Everything was piecemeal, in Word and Excel documents. There wasn't any proper documentation to mitigate risk according to employment law. Nothing was stored in one place, so it was a scavenger hunt to try to find where things were filed, if they were filed at all. There was no continuity in the handling of disciplinary actions or recommendations because there were no central processes or oversight of the ER process in a decentralized organization. Also, there was no way to mitigate Department of Labor concerns, or to ensure that we were abiding by our own policies and practices.

## The Solution

When I joined Grifols in 2018, the company had just implemented HR Acuity, and it was quickly gaining momentum. We created the Employee Relations Service Center, a service call center, that provides an avenue for employee reporting, management reporting and ethics reporting. Employees can call in with a claim of harassment, for example, and a case is built in HR Acuity and assigned to an ER Specialist for handling. We evaluated other solutions and HR Acuity just surpasses them all. It's intuitive and ensures that all necessary actions have been taken before we can close a case. Senior leaders can review cases to learn more and to help inform changes to policies or procedures.

**In fact, HR Acuity has saved us millions of dollars in claims because we have thorough documentation to backup any decisions we've made.**

## GRIFOLS



+ HEADQUARTERS  
Barcelona, Spain

+ NUMBER OF EMPLOYEES  
26,000

+ INDUSTRY  
Healthcare

+ WEBSITE  
[grifols.com/en/home](https://grifols.com/en/home)

Our senior leaders also appreciate the reporting that gives them insights from many different angles so they can see and understand what's going well and where there are concerns that need to be addressed.

## The Impact

Our legal partners love the HR Acuity platform software as it's been proven to mitigate risk. They have stated that the documents are very well organized and show exactly what we have done, along each step of the way, to address an issue or handle an investigation. The platform shows the legal team that things were done in a consistent and timely fashion. In fact, it's without a doubt saved us millions of dollars in claims because we have thorough documentation to back up any decisions we've made.

HR Acuity has really helped my team build their confidence. Each week, we have a review of the best cases. My team learns from each other, and they all share their knowledge to help each other. They mirror the best cases when similar issues arise and can more easily collaborate and engage in team-building activities. For example, someone may be looking for a good way to word a warning letter, and they can look at the ones that others have written to obtain best practice ideas. This shortens the learning curve for new team members and builds skills with my tenured ones.

**HRACUITY**

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