

CLIENT STORY

# Thriving animal hospital grows confidently with Insperity

**Company:** ACCESS Specialty Animal Hospital

**Founded:** 2005

**Headquarters:** Los Angeles, California

**Locations:** Torrance, Los Angeles, Woodland Hills and Bakersfield, California

ACCESS Specialty Animal Hospital provides emergency, advanced critical care and specialty care treatment for pets 24 hours a day, 365 days a year. If an animal needs access to board certified specialists or specialty equipment and medical care that the primary veterinarian may not have access to, they are referred to ACCESS for treatment.

**ACCESS**  
Specialty Animal Hospitals

## Addressing the challenges of growth

With the high demand for specialized veterinary services, sustained growth is the norm for ACCESS. They rely on Insperity so they can continue to deliver consistent outcomes, meet their promises to their employees and customers, and expand confidently while avoiding negative surprises. Insperity also helps minimize their exposure to employer-related governmental liability risks allowing ACCESS management to better focus on achieving the goals of their business plan.

The relationship between ACCESS and Insperity began in 2012 with their Woodland Hills location and has grown to include four locations, servicing 300-plus employees. And it doesn't end there. ACCESS is still growing – in personnel, services and space – with expansion of their Torrance location to a 14,000-square foot facility, housing state-of-the-art equipment and dozens of doctors and specialists, with Insperity at their side.

“There is no way in the world that I will start another hospital without Insperity. I don't actually think I know how anymore. I think about the scary liability, lack of organization,” said Leah Basinai, director of operations for ACCESS.

“I think growth can be incapacitating at times. Trying to keep up with the growth in an organization like this without having someone watch your back, I can't even imagine how it must be done.

“We will hire dozens of doctors in the course of a couple of months, just to keep up with the growth,” said Basinai. “And every new employee has to go through a process that allows for a consistent message to be given to our staff that says we know what we're doing, we're organized, and we will onboard you in a way that makes it easy for you to be a part of our team.

**“If we didn't have Insperity, I can't tell you how many times we might've dropped the ball.”**

- Leah Basinai, director of operations



Leah Basinais  
Director of operations

### Ensuring smooth day-to-day operations

ACCESS employs a dynamic workforce that provides a wide range of specialties including cardiology, critical care, internal medicine, surgery and neurology – a coveted team to have under one roof, and one that requires an organized, reliable HR support system.

“It’s not like you go find 32 cardiologists on the corner. We have hospitals that have one particular doctor in a specialty. And if we lose that specialty, we shut down the service,” said Basinais. “So, to lose one doctor is an enormous hit to this hospital, but not only that, to the pet-loving population. You can’t lose a specialty because you were disorganized.”

“It’s very important to ACCESS to make our clients and employees feel welcome and cared for. One of the phrases we have in our mission statement is, ‘It’s a warm, family environment.’ What we’ve gotten through partnering with Insperty is someone who understands that statement and helps us achieve it,” said Howard Liberson, CEO of the company.

With Insperty’s full-service HR solution, Workforce Optimization®, they’re covered when it comes to benefits plan administration, training and development, employer liability management, and issues associated with HR-related government compliance.

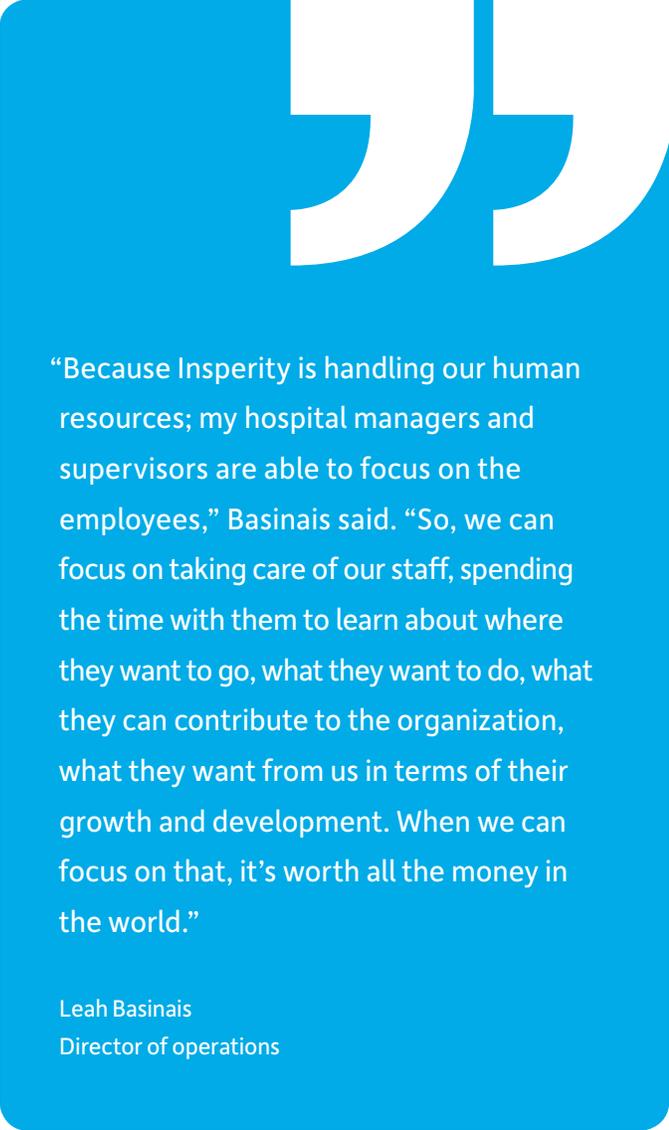
“Insperty has worked very closely with us to ensure that we get the proper coverage from the variety of groups within Insperty,” said Liberson. “It’s that comprehensive approach that you offer that’s made this a very beneficial experience for ACCESS and we look forward to continuing that relationship, and having it grow and develop as we grow and develop.”

Basinais says as a leader of the organization she’s relieved that she doesn’t have to take on the responsibility of trying to keep up with the countless human resource requirements it takes to keep ACCESS running smoothly because she “has Insperty for that.”

“When it comes to making sure that we don’t miss a 401(k) enrollment because somebody’s worked the appropriate number of hours, I don’t have to track that,” Basinais said. “No two ways about it. If somebody has to come to me and say, ‘Wasn’t I supposed to be getting that 401(k) offering?’ or ‘Wasn’t I supposed to be signed up for this?’ or ‘How do I know what my tax status is?’ or ‘I don’t remember how many dependents I claimed,’ or ‘Why am I not signed up for direct deposit?’ It’s just simple things that we would have to pay attention to if we didn’t have Insperty, and that if we missed, could really impact the relationship we have with an employee,” Basinais said.

## Focusing on what matters

Taking care of animals in need and their owners is a top priority of the dedicated staff at ACCESS. Likewise, ACCESS management extends that same priority to their employees. By having Insperty there to assume key HR functions, ACCESS employees are able to focus on what matters most – their patients and their people.



“Because Insperty is handling our human resources; my hospital managers and supervisors are able to focus on the employees,” Basinai said. “So, we can focus on taking care of our staff, spending the time with them to learn about where they want to go, what they want to do, what they can contribute to the organization, what they want from us in terms of their growth and development. When we can focus on that, it’s worth all the money in the world.”

Leah Basinai  
Director of operations

“We want to keep them happy and make sure that they don’t go anywhere. And there’s a lot of services that are available to us through Insperty to help us do that. In this way, Insperty not only relieves the day-to-day administrative burdens, but also enables ACCESS’s strategic success.”

One new service that ACCESS is currently implementing is Insperty’s employee performance tool, PerformSmart®, to help their employees identify and track their goals and to provide them with regularly scheduled performance reviews. “We’re now working with Insperty on performance enhancement issues, which are very critical to us. It leads to a better, happier workforce, a more engaged workforce, and it’s better for the clients, it’s better for our team members. It’s a win-win,” said Liberson.

Additionally, ACCESS encourages their employees to grow both personally and professionally through Insperty’s training and development opportunities. The courses cover a gamut of topics and are available through a wide variety of channels, including online courses and instructor led classes.

“I love helping our employees kind of figure out what they want to be when they grow up, even if it’s not with ACCESS,” Basinai said. “If their life goal is getting to some next step, how lucky am I to be able to have helped them get there?”

## Mitigating risks, inspiring confidence

Risk comes in many forms – from violations of employment laws to HR-related government compliance. By relying on Insperty as a trusted advisor, ACCESS receives the support it needs to help it stay compliant.

“As a CEO working with an outside vendor on risk management, one of the most critical things is when Insperty tells us something, I trust it,” Liberson said. “I’m very comfortable working with Insperty.”

“Helping to make sure that we’re compliant with employer-related requirements is a huge part, I think, of what Insperity brings to the table,” Basinai said. “I’ve seen general practices be shut down because a lawsuit that a disgruntled employee brought against the employer just couldn’t be afforded.”

### Commitment to excellence

The personal attention and dedication that ACCESS receives from Insperity is what makes the relationship a success, said Liberson.

“We’ve worked with several people very closely at Insperity, whether it’s payroll, whether it’s HR-related, hiring, termination issues, retention, etc. It’s the quality of those people that really makes the experience what it is.

“We have a dedicated team assigned to us, which is very important. They are excellent – very talented people,” Liberson said. “They have been very open to our suggestions, open to our needs and have found solutions to address those particular needs.” Leah Basinai describes the value of the relationship that ACCESS has with Insperity:

“If you have any concerns about your lack of organization, if you have concerns that there’s any possibility that you’re not by the book on something, if you don’t have adequate support in place, whether it be administrative assistant type support, and if you possibly don’t know everything that you need to know about HR issues, payroll requirements, about workers’ compensation insurance requirements, about how to write an appropriate handbook policy manual, if there’s any area in which you are not perfect, then you need a relationship like we have with Insperity.”



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