



CASE STUDY

Friendship Village Improves Scheduling Efficiencies 75% and Boosts Staff Satisfaction

Key Results

75% less time creating and managing schedule

Eliminated scheduling inefficiencies so nurses have more time for care

Reduced labor costs through less overtime and elimination of seasonal help

Company Background

Friendship Village in Tempe, Arizona is a continuing care community managed by Life Care Services. Its 128-bed Health Care Center provides comprehensive short-and long-term skilled nursing care. Services range from assistance with daily activities to intensive rehabilitation programs.



Business Challenges

Friendship Village, a five-star rated community, is dedicated to providing the highest quality of care to its residents. However, the company faced daily challenges due to outdated, inefficient scheduling processes. Management was unable to effectively evaluate facilities because they lacked access to timely and accurate data. In addition, the inability to easily see schedules frustrated nursing staff.



SCHEDULING INEFFICIENCIES

- Countless hours were spent creating schedules by hand for 165 staff members
- Shift requests were typically written on paper and slipped under the scheduler's door
- Manual scheduling led to confusion among job responsibilities and assignments



TIME-CONSUMING CALL-OFFS

- When staff called off, schedulers scrambled to determine what staff was available and qualified to work
- Schedulers spent at least 30 minutes calling potential replacements



DISTRIBUTION OF OPEN SHIFTS

- Commonly filled open shifts by awarding them to the first person to accept
- Schedulers would rely on "go-to" employees who had a history of picking up extra shifts. This led to overtime and caused dissatisfaction among other staff members.

The Solution

Friendship Village selected OnShift's staff scheduling and labor management software because it was easy-to-use and incorporated the latest technologies to create and manage schedules. OnShift provided the training and support needed to get Friendship Village up and running quickly, even though many staff members were not computer savvy.



CREATING AND MANAGING SCHEDULES

- Schedulers assign the right employees to the right shifts with OnShift's template-based system
- Quickly and easily modify schedules with OnShift's dynamic interface
- Staff easily manage schedules from any computer or mobile device



RESOLVING CALL-OFFS

- OnShift automatically identifies qualified and available employees; notifies them via text, email or automated phone call
- As employees respond, OnShift red-flags those with potential overtime
- Scheduler makes informed decision to fill the shift and can prevent overtime



MORE EQUITABLE DISTRIBUTION OF OPEN SHIFTS

- OnShift communicates open shifts with all available and qualified employees at the same time, with just the click of a mouse.
- There is greater opportunity for more employees to fill open shifts, instead of assigning the same, small group of staff.

“OnShift helps to keep the nurse at the bedside rather than on the phone or dealing with paper related issues due to schedule changes.”

Rose Anderson
Director of Nursing,
Friendship Village

The Results

- Spend 75% less time creating and managing schedules
- Less time filling open shifts gives nurses time to do what they do best – provide quality care.
- Increased staff satisfaction due to broader and fairer open shift allocation and visibility into schedules
- Eliminated the need for seasonal help as they became aware of available nursing positions
- Improved the documentation of Friendship Village's staffing process
- Gained information to evaluate employee performance, including messaging, early/late and call-off histories



nurses have more time for care



Increased Staff Satisfaction



75%
less time creating and managing schedule



Reduced labor costs through less overtime and elimination of seasonal help

“Before we implemented OnShift, it was difficult to manage the schedule and ensure that we were getting the right person in the right place at the right time. OnShift has met the scheduling needs of Friendship Village as well as the needs of our employees.”

Rose Anderson, Director of Nursing, Friendship Village in Tempe