



HCF Management Improves Visibility into Staffing & Drives Savings

Key Results

Lowered costs by reducing overtime to 1.88%

Gained management visibility into staffing

Improved adherence to labor budget

Company Background

HCF Management's tradition of caring is reflected in its history of high occupancy throughout 27 communities offering skilled nursing, rehabilitative and assisted living services. Over 4,000 employees work for HCF, focused on providing the very best care and enhancing the quality of life for residents and their families.



The Challenge

Reimbursement cuts caused management at HCF to look for new ways to drive efficiencies and control labor costs – the organization's largest expense. Prior to OnShift, HCF had little visibility into staffing and scheduling, which made it difficult to stay on budget and make adjustments.



Paper Scheduling

- » Spent hours and hours on scheduling, making calls, and filling shifts: "The problem with paper schedules is that you would hand out the schedule and then it would change 100 times by the time you walked out of the office."
- » Difficult and inefficient to flex staffing as census changed
- » Manually calculated required staff based on census information in other systems



Costly Overtime

- » Schedulers guessed who might be in overtime which led to significant costs
- » Management lacked visibility into overtime across communities
- » Early/late clock-ins and call-offs increased overtime



Limited Visibility

- » Reporting on staffing involved after-the-fact information from payroll and other systems
- » Staff had little insight into scheduling and complained about last-minute publishing of their schedules

The Solution

HCF selected OnShift because of the efficiencies it would gain within the communities and the visibility it delivered across properties, at the corporate level. The company established three goals for the initiative: 1. Improve access to HPPD measurement; 2. Reduce overtime; 3. Provider greater visibility into staffing.



Gaining HPPD Visibility

- ✓ Track staffing HPPDs and better manage their labor budget with OnShift
- ✓ Because OnShift identifies potential over/under-staffing situations, schedulers easily adjust staff
- ✓ As census fluctuates, schedulers use OnShift to pinpoint exact hours and number of staff required



Reducing Overtime

- ✓ Open shifts and call-offs are filled quickly using OnShift's communications platform, which sends open shift messages via text, email, and automated phone call
- ✓ Predictive analytics provide necessary insight into potential overtime before it occurs, so schedulers can make appropriate adjustments
- ✓ Punch variance reporting highlights issues



Management Transparency

- ✓ Dashboards, executive reports and alerts put actionable data, like overtime, staffing levels and budget adherence, at management's fingertips
- ✓ Corporate executives have an easy way to view and access staffing information across communities
- ✓ Proactive emails highlight current and upcoming information about hours, costs and overtime

“I can get a real-time view of where we are when it comes to hours and overtime. This is our biggest cost in the company and seeing it in real-time allows us to intervene before it becomes a problem.” –Scott Unverferth, Director of Operations, HCF Management, Inc.

The Results

- Top performing communities decreased overtime rates **35% - 61%**
- **Maintained proper staffing**, even as census fluctuates
- Greater adherence to labor budget and **eliminated overstaffing**
- Spend **less than half the time** on scheduling prior to OnShift
- Schedulers are **more productive** and have time for other things
- **HR can see** where people need to be hired
- Employees like that scheduling is **hands-on and easy** to make requests
- **Higher morale** because open shifts are distributed quickly and more evenly among staff

higher morale



\$277,320

saved at the Manor at Perrysburg

20min
to fill open shifts

decreased overtime to
1.88%

“We like working with our customer success manager who checks in with us all the time and shares great ideas. Whenever I have a question, OnShift answers it.”
–Jacque Welch, Administrator, Van Wert Manor

