



# Marklund Achieves High Quality of Care & Client Satisfaction with OnShift

## Key Results

95.7% client satisfaction rating

96% reduction in time fill open shifts

Achieved high quality care through consistent staffing

## Company Background

Marklund is a nonprofit intermediate care organization that serves infants, children, teens and adults with serious and profound developmental disabilities and special healthcare needs. Marklund Hyde Center, one of three Marklund communities, is home to 96 residents who live in six residential homes on the Hyde Center campus. Marklund serves both residential and community clients with a range of care levels.



## The Challenge

Staffing shifts at Marklund Hyde Center was a difficult and complex process using manual, paper-based schedules. While employees were typically scheduled at the same location, the scheduler needed a way to easily share staff across the campus' six residential homes and the Hyde Center in order to maintain consistent care for their residents.



### Complex & Costly Staffing

- » A wide range of staffing level targets across Marklund's multiple sites made it difficult to assign employees to shifts to consistently meet staffing requirements
- » Schedulers lacked visibility into employee hours worked, leading to unnecessary overages and overtime
- » A challenging labor market and staff shortages created high overtime and the need for expensive agency use



### Scheduling Inefficiencies

- » The year-long master schedule was inflexible and difficult to update when employees changed shift rotations, went on leave or left the community
- » Paper schedules were error-prone and often took weeks to update
- » Employees submitted shift requests on paper and sticky notes, which took days to address and left employees frustrated



### Time-consuming call-offs

- » When an employee called off, the scheduler spent hours individually contacting up to 200 employees to fill the shift
- » Employees lacked visibility into open shifts, frustrating both the employee and scheduler
- » When call-offs occurred, the scheduler lacked the visibility into which employees were qualified and available to work

## The Solution

Marklund selected OnShift so the organization could consistently staff shifts to meet staffing targets while easily schedule employees across campus sites. OnShift's online scheduling, broad communications and ease-of-use were key reasons why Marklund selected OnShift.



### Consistent Staffing

- ✓ Gain visibility into staffing across multiple sites, making it easier to fill shifts to ensure proper staffing for high quality care and service
- ✓ Use real-time staffing data and overtime projections to fill open shifts with cost-effective, best-fit replacements



### Scheduling Made Easy

- ✓ Create schedules in minutes with repeatable templates and easily modify staff assignments with online scheduling
- ✓ Match employees' preferred shifts using OnShift's shift request features
- ✓ Employees conveniently access schedules and manage shifts with OnShift's mobile app



### Resolving Call-offs

- ✓ Quickly fill call-offs and open shifts, including less desirable overnight and weekend shifts, by notifying staff via text message, email, phone or mobile push notification
- ✓ Share open shifts equitably among staff by communicating with all qualified and available staff

**“With OnShift, we have higher satisfaction from parents and guardians solely because we make sure that the staffing levels are where Marklund wants them to be.”**

–Rachelle Jewson, Administrator of the Marklund Hyde Center and Community Based Services

## The Results

- Consistently delivers the highest level of care due to **proper staffing**
- **95.7%** client satisfaction rating, achieved through consistent staffing and quality care
- **96%** reduction in time to fill open shifts from employee requests
- Attracts new potential employees by offering an **easy-to-use** scheduling system with the ability to pick up open shifts
- Time it took the scheduler to address open shift requests went from **days to hours**



**22.8%**

reduction in average monthly overtime from the first year with OnShift – 2014 – present

**95.7%**

client satisfaction rating, achieved through consistent staffing and quality care



**“When we experienced a large staffing shortage, it was nice to not have to make 200 phone calls to fill call-offs. Just sending out a message to everyone was the only way we made it though. I couldn't imagine making all those phone calls. I would have spent more time on the phone rather than fillings shifts.”**

–Jennifer Thompson Scheduler, Marklund Hyde Center

