



Edgewood Improves Employee Retention with OnShift

Key Results

Operates consistently below 3% overtime

Eliminated use of agency workers

Increased employee retention 10%

Company Background

Located just north of Boston, Edgewood, a LifeCare community, offers all levels of care including independent living, assisted living and skilled nursing services. Edgewood's care philosophy is centered on their residents as the architects of their own wellbeing, which allows residents to receive care in their preferred location across the 100-acre campus.



The Challenge

Paper and pencil were the foundation for creating the staff schedule and “robo calls” were in place to fill shifts at Edgewood. These manual practices were time-consuming and error-prone and led to high overtime and difficulties communicating with staff.



Rising Labor Costs

- » With a manual scheduling process, the scheduler was unaware of potential overtime risks when filling open shifts
- » Open shifts were often filled with expensive agency staff, causing labor costs to rise
- » Overtime was difficult to prevent due to lack of visibility with paper schedules



Limited Visibility Into Staffing

- » With the large amount of writing, copying and manual changes, mistakes often appeared on the schedule, which frustrated employees and the scheduler
- » Administrators and schedulers lacked visibility into staffing data, making it a challenge to staff to budget
- » Sharing staff by scheduling employees to different campus locations was nearly impossible



Employee Communication Issues

- » When call-offs occurred, the scheduler called employees one-by-one, sometimes taking a full day or more to fill an open shift
- » Open shifts were assigned to whomever the scheduler could reach first, which frustrated other employees who were never contacted
- » Employees became disengaged because there was not an efficient way to notify staff about schedule changes and important community happenings

The Solution

Edgewood selected OnShift to streamline labor management and gain better visibility into labor costs. OnShift's online scheduling, employee communications and overtime management features were key reasons why Edgewood chose OnShift.



Labor Cost Reduction

- ✓ Edgewood avoids unnecessary overtime with predictive analytics and real-time alerts that indicate when an employee will go into overtime
- ✓ Schedulers proactively manage overtime through automated daily overtime reports
- ✓ Edgewood eliminated all use of agency workers through more accurate scheduling which boosted employee retention



Consistent Staffing & Efficiencies

- ✓ OnShift identifies gaps or overages in staffing plans, based on hours per patient day (HPPD) budgets, so adjustments can be made to facilitate consistent staffing
- ✓ Call-offs and unexpected open shifts are typically filled within minutes as employees are notified via text message, mobile notification, email or automated phone call
- ✓ Schedulers easily plug in staff where needed using OnShift's online, repeatable templates



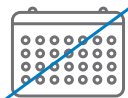
Employee Engagement & Communication

- ✓ The administrator can identify and recognize employees who go above and beyond through their willingness to pick up shifts, making employees feel appreciated
- ✓ Employees have more control over their schedules with 24/7 access to and management of their shifts using OnShift's mobile app
- ✓ Schedulers can easily access staffing data in OnShift to communicate with employees and schedule staff across campus locations

“You plug staff right into their template on the days they’re going to work and it literally just rolls over every month. It’s such an easy process. It’s just a click of a button, a push of a finger.” –Diane Sanchez, Scheduler

The Results

- Increased employee retention as employees have clear expectations and access to their schedule **24/7**
- **Eliminated** use of agency workers
- Operates consistently below **3%** overtime
- Fill open shifts typically within **5 minutes** using OnShift's messaging
- Reduced **“no call, no show”** call-offs
- **Decreased time spent on scheduling** which allows scheduler to spend more time on other duties including central supply and medical records
- Employees are **happy** and **engaged**, contributing to a positive team environment



Eliminated
use of agency workers

Increased
employee retention
10%



5 min
to fill open shifts

happy 
& engaged staff

“Our turnover has reduced by a little more than 10% since we started using online scheduling with OnShift. It holds employees accountable to work the shifts as scheduled. By eliminating confusion with scheduling or shift swaps and allowing people to cover shifts quickly, OnShift helped to reduce staff frustration and burnout.”

–Natalie MacBrien, Vice President & Chief Compliance Officer

