



CASE STUDY

Next Step Healthcare Relies On OnShift To Find Success During COVID-19

Overview

Going into 2020, Next Step Healthcare, a skilled nursing provider with 2,500 employees across 28 communities throughout Massachusetts, New Hampshire and Maine, was looking to build upon the many workforce management successes they achieved throughout the course of 2019. These successes included decreases in overtime, agency usage and punch discrepancies. OnShift's scheduling and labor management software played a key role in helping Next Step Healthcare achieve these efficiencies and labor cost savings.

Key Results 2019

17%
decrease
in overtime

15%
decrease
in agency staff
usage

14%
decrease
in punch
discrepancies

“Finishing off 2019, we were making good headway reducing overtime and agency staff. We wanted to continue that into 2020, and then everything just came to a screeching halt because of COVID-19.”

– Josh Robertson,
Dir. Of Performance
Improvement, Next Step
Healthcare

The Strategies

Proactively Manage Labor With Real-Time Data



Working side-by-side with OnShift's Customer Success team, Next Step Healthcare had easy access to the real-time labor data needed to quickly identify unnecessary overtime, pre-scheduled agency and potential clock-riding. Custom executive-level PPD (per patient day) reporting from OnShift allowed stakeholders at all levels to proactively collaborate together to ensure staffing best aligned with resident care and service demands. In the ever-changing labor landscape from COVID-19, Next Step Healthcare's corporate team rely heavily on this real-time labor data to ensure communities are staffed appropriately.

Engage Staff With Consistent Communications



Prior to 2020, Next Step Healthcare utilized OnShift's messaging system to communicate open shifts and secure replacements. As the pandemic reached their communities, this system provided an immediate way to communicate important updates to all employees including policy changes, CDC guidance and infection control guidelines. These communications have played a vital role in providing much need transparency for staff in an ever-changing environment, boosting overall engagement while promoting safety and wellness.

The Strategies (cont.)

Utilize Automation To Drive Employee Satisfaction



To ensure the most cost effective staffing decisions were made, Next Step Healthcare utilized OnShift's auto-approve feature throughout the pandemic to grant instant approval to shift requests made by employees not at risk of incurring overtime. This not only helped avoid potential premium costs from overtime and agency during a time when costs were rising across the organization, but freed up time for schedulers to focus on other more vital tasks. Additionally, it boosted overall staff engagement and satisfaction by giving employees instant gratification of knowing they've been assigned to a shift of their choice.

Lean on the Proven Experience Of A True Industry Partner



Next Step Healthcare continuously looked to the OnShift team for guidance and best practices throughout the pandemic to ensure their communities were staffed consistently and in a cost-effective manner. Tapping into the knowledge of the OnShift customer success team and the many lessons learned in working with other providers during this time, Next Step Healthcare was able to reduce excess costs, increase efficiencies and boost overall performance. Key metrics were reviewed on a weekly basis to ensure goals were met and any potential challenges promptly addressed with actionable solutions.

“It would be a challenge if we didn't have a program like OnShift to utilize. It would be very difficult to know what's going on within the facilities, what their schedule looks like, where their open shifts are and what vacancies they have for full-time and part-time staff. It would be a lot of backtracking and trying to catch up on your labor data, where OnShift gives you that real-time data including the future data as well.”

- Josh Robertson, Dir. Of Performance Improvement, Next Step Healthcare

Key OnShift Solutions & Benefits

- **Flexible scheduling** to meet & adapt to the the the demands of today's workforce
- **Increased efficiencies** from access to real-time data & streamlined communications
- **Happy & engaged staff** who have better work-life balance
- **Knowledgeable & supported community leadership** through a strong partnership with OnShift's Customer Success team

The Results

33%

reduction in overtime from April '20 to October '20

\$105k

estimated overtime cost savings

17%

reduction in punch discrepancies Jan '20 to Oct '20

41%

of shifts filled using OnShift's auto-approve shift request feature

Improved employee communication & experience throughout the pandemic

“OnShift has been a great partner from the very beginning. A strategic initiative at Next Step Healthcare is to lower labor costs. The OnShift platform supports that initiative naturally, but we continue to collaborate with the Customer Success team on custom reporting and strategies to keep our labor costs in check. They are extremely helpful, proactive and always knowledgeable.”

- Josh Robertson, Dir. Of Performance Improvement, Next Step Healthcare

