



# Mountain Valley Hospice & Palliative Care Experiences Significant Cost Savings With OnShift

## Key Results

Saved \$61K within the first year of using OnShift

58% decrease in employee overtime expense

Improved employee morale & satisfaction

## Company Background

Mountain Valley Hospice and Palliative Care serves 467 hospice patients and 180 palliative care patients. The non-profit organization operates 2 hospice in-patient units in North Carolina and provides in-home services in 18 counties in North Carolina and Virginia.



## The Challenge

Paper schedules, verbal employee shift pick-ups and a call list to fill shifts were the foundation for staffing at Mountain Valley Hospice and Palliative Care. These manual practices were time consuming, led to unnecessary premium labor costs and were the root cause of employee complaints and frustration.



### Manual Labor Management

- » Schedules were created on paper, which was time consuming and error prone. When open shifts occurred, managers spent hours calling employees searching for replacements.
- » Time & attendance, payroll and scheduling systems and processes were disconnected, limiting visibility into workforce data and the ability to streamline operations.
- » Several managers were handling the manual scheduling processes and associated employee issues, which took away from focusing on more strategic initiatives.



### Excess Labor Costs

- » Managers tracked employee overtime using historical payroll data, making it impossible to proactively prevent and reduce overtime.
- » Managers filled open shifts by calling a list of employees and were unaware if an employee would incur overtime or not when working that shift.
- » Employees manually signed up on paper to work or swap shifts and would often forget. This caused frustration amongst staff and often forced managers to resort to costly incentive pay to quickly fill open shifts.

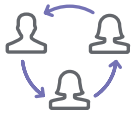


### Employee Communication & Morale Issues

- » With a paper schedule there wasn't an easy, efficient way to track number of weekends or holidays worked. At times this led to staff complaints about the unequal distribution of less desirable shifts.
- » Email was the main communication method for schedule updates but proved to be ineffective as many employees do not regularly check email outside of work.
- » Open shifts were assigned to the first available employee to pick up the phone, which staff claimed was an unfair process, thereby lowering employee morale.

## The Solution

Mountain Valley Hospice and Palliative Care's CEO, Tracey Dobson, selected OnShift based on her previous experiences with OnShift, including proven cost savings, operational efficiencies and streamlined operations.



### Seamless, Proactive & Efficient Labor Management

- ✓ Online and repeatable schedules allow managers to focus on more strategic initiatives and provide the framework to support a flexible staffing model that promotes employee work-life balance.
- ✓ OnShift seamlessly integrates with the organization's time & attendance and payroll systems. This visibility allows for better management of staff and for more informed decisions on workforce initiatives.
- ✓ Using OnShift's messaging system, schedulers fill call-offs within minutes, saving the scheduler hours' worth of work trying to call down a list of employees to fill a shift.



### Labor Cost Reduction

- ✓ Dashboards and predictive, proactive overtime control measures empower the scheduler to make decisions to avoid employee overtime.
- ✓ OnShift's messaging system gives the scheduler the option to only select employees who will not incur overtime when filling shifts, helping decrease unnecessary overtime.
- ✓ Online and mobile schedules eliminate the "forgotten shift pick-up" and in turn, have nearly eliminated the need for incentive pay to quickly fill shifts.



### Happy & Engaged Staff

- ✓ Using OnShift's standardized online schedules and repeatable templates, the organization easily implemented equitable staffing rotations for holidays and weekends, eliminating employee complaints.
- ✓ Managers send employee communications using OnShift messaging in the method employees prefer, improving overall staff communications and morale as everyone is informed of important community updates and events.
- ✓ Schedulers use OnShift messaging to help fill shifts quickly and fairly by notifying only qualified and available staff using the employees' preferred communication method.

**"A lot of the employees use the OnShift Mobile App in their daily lives. They use it whenever they take their kids to the doctor's office because they can just pull up OnShift and see their schedule to help them manage their daily lives outside of work."**

– Scheduler, In-Patient Units

## The Results

- **Saved \$61,608 in labor costs** with reductions in overtime spend and incentive pay from October 2019 to October 2020 using OnShift
- **58% decrease in yearly employee overtime** spend using predictive analytics and proactive overtime controls
- **97.8% decrease\* in incentive pay** using OnShift to quickly fill "forgotten" open shifts
- **Call-offs are filled within minutes** using OnShift's messaging system to communicate open shifts to all available employees
- **Improved staff communication** using text messaging with OnShift
- **Improved employee work-life balance** from schedule control & visibility using OnShift's mobile app
- **Employees have more predictable and fair schedules**, which boosts staff satisfaction

\*Results from October 2019 – October 2020

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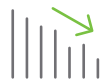
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**improved**  
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**"We are a nonprofit organization, so cost control is vital for us. OnShift is a wonderful tool to increase staff satisfaction, decrease payroll expense, and direct those savings to our mission of "every patient, every family, every time"**

—Tracey Dobson, President & CEO

**OnShift**