



Tandem Living Sees Drops In Overtime & Call-Offs Using OnShift

Key Results

31%
Decrease
in overtime

52%
Decrease in
employee
call-offs

18K
Employee-
requested shifts

100%
Of employees would
recommend to
a friend

About Tandem Living

Tandem Living offers residential living options at Woodcrest Villa and personal care, skilled nursing, memory support and rehab care at Trillium Place. The Pennsylvania-based provider has nearly 500 team members.

**TANDEM
LIVING**

Key Challenges

- Paper-based scheduling created a wealth of challenges: difficult to proactively manage open shifts and overtime; lack of real-time schedule changes with census fluctuations; and flexible scheduling practices like partial shift pick-ups or staff shift swaps were not possible.
- Without a formal employee engagement program, employee recognition was inconsistent or non-existent, leading to employees feeling underappreciated.
- Communication with staff was primarily handled via email, which employees didn't always have instant access to read. Additionally, the all-staff email list was updated manually, making it difficult to keep current.

The Solutions

OnShift Schedule
Workforce Management Software

OnShift Engage
Employee Engagement Software

OnShift Wallet
Employee Financial Wellness Software

“With OnShift, it’s so much easier for the staff to have the ability to pick up open shifts. We were doing everything manually, including sending out staffing needs via an email blast and posting sheets on the households with the open shifts. Now they’re able to view and manage everything on their phone at the touch of a button.” — Justin Lewis, Human Resources Recruiter

The Strategies

Flexible Scheduling

- Through OnShift, Tandem Living post schedules 6 weeks in advance, allowing employees to easily pick up shifts and management to proactively avoid unnecessary overtime.
- Visibility into real-time staffing levels through OnShift Schedule supports flex staffing based on census fluctuations and PPD requirements, supporting person-centered care, reducing overstaffing costs, and making it easier for management to track staffing requirements.
- Since it's easier for staff to pick up shifts in the OnShift mobile app, the PRN staff pool has grown, and staffing shortages are less frequent.

Systematic Employee Engagement

- Using the OnShift mobile app, staff can easily request PTO two weeks in advance and have the autonomy to pick up and swap shifts with colleagues, driving staff satisfaction and reducing management tasks.
- Using OnShift Engage, Tandem Living automatically rewards employees for good behaviors like perfect attendance and no call-offs, incentivizing positive actions without creating extra work for management.
- With OnShift Wallet, employees can access their earned but unpaid wages between paychecks and free financial counseling to better manage their expenses at no cost or financial risk to Tandem Living.

Seamless Employee Communications

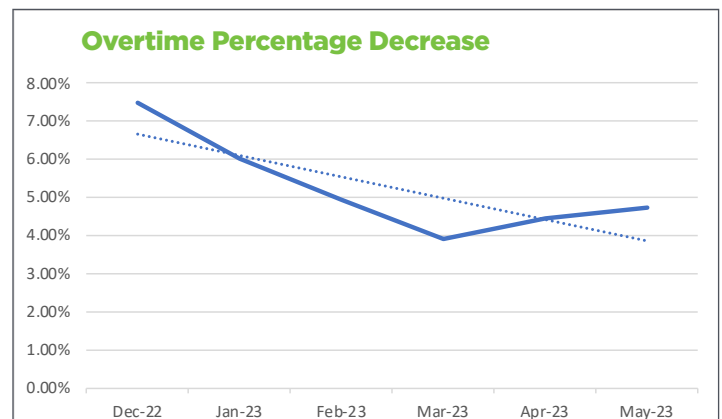
- OnShift's integrated messaging platform allows for easy, consistent, and always-up-to-date communication with all employees via the mobile app and text messaging – no more adding new or removing terminated employees to an email list.
- OnShift's mobile app allows employees to view and manage their schedules from anywhere, track OnShift Engage points, and access earned wages through OnShift Wallet.
- Using OnShift Engage new hire surveys, Tandem Living can keep a pulse on how employees are feeling during the critical first 90 days of employment, reducing new hire turnover.

“A big benefit of OnShift is the ability to keep track of our pool staff. They now have more control of their schedules, including the ability to see and pick up shifts. They can also pick up partial shifts that fit into their schedule and ours. We’ve been able to grow our pool staff tremendously with OnShift.”

— Justin Lewis, Human Resources Recruiter

The Results

- **52% decrease** in employee call-offs since the implementation of OnShift
- **18K employee-generated shift requests** resulting in \$25K in administrative cost savings & 1.5K hours in administrative time savings
- **31% decrease** in employee overtime in the first year using OnShift
- **36% decrease** in employee overtime in the past 6 months¹
- **41K+ messages sent** to employees from April 2020 – October 2022, keeping employees informed and easing the communication burden on leadership
- **\$106K earned wages** accessed in OnShift Wallet from April 2020 - June 2023
- **100% of employees would recommend** working at Tandem Living to a friend
- **Recruiting competitive edge** through use of OnShift Wallet



¹December 2022 – May 2023