



Spring Hills Senior Communities Drives Associate Engagement & Satisfaction With OnShift

Key Results

15%

Decrease in
associate overtime
hours

14%

Increase in
associate
satisfaction

75%

Average
associate
satisfaction rate

110%

Increase in
response rates to
employee surveys

About Spring Hills Senior Communities

Spring Hills Senior Communities is a senior living provider with communities in Florida, Nevada, New Jersey, Ohio, Texas and Virginia. With 14 communities in total, Spring Hills Senior Communities employs over 700 dedicated healthcare associates.

In 2021, Spring Hills partnered with OnShift to provide the best associate experience and to increase efficiencies in all positions across the organization. With OnShift in place, the organization has experienced an increase in associate satisfaction, a decrease in overtime, and an overall streamlined process that supports their initiatives.

Key Challenges

- With a commitment to being an employer of choice, Spring Hills needed to replace their manual scheduling process and remove other barriers to attracting the right talent.
- Communication to associates was executed through group texts, email, or individual phone calls. Not only was this inefficient, but it also didn't allow Spring Hills to engage with their associates in a way they found impactful.
- Associate engagement and retention were always a priority, but Spring Hills lacked a programmatic way to consistently engage with their staff members.

The Solutions

OnShift Schedule
Workforce Management Software

OnShift Engage
Employee Engagement Software

OnShift Wallet
Employee Financial Wellness Software

“From a recruitment standpoint, OnShift has helped to get a lot more people in the door because you can advertise the benefits that we offer through OnShift. Through our virtual orientation we hear people are super excited and feel very special. They often comment, ‘I’ve never worked for a company that offers these benefits and rewards.’”

—Diana Marks, Director of Operational Efficiency & Performance

The Strategies

Attract Candidates With Flexibility & Communication

- Advertising flexible schedules and a robust rewards program, powered by OnShift, are at the forefront of Spring Hills' recruitment efforts, giving the organization a competitive edge.
- In the OnShift mobile app associates can manage their schedules, give feedback to supervisors through surveys, and receive recognition and rewards for work achievements. The OnShift app is attractive to both candidates and associates.

Retain Associates Through Recognition & Enhanced Experience

- Spring Hills implemented an automated rewards and recognition program with OnShift Engage to enhance their associated experience. This boosted employee satisfaction by 14% and supports retention efforts as management can now address associate concerns in real-time.
- Associates that clock in on time, pick up shifts, and hit work anniversaries earn points that add up to gift card rewards. This creates a domino effect with good behaviors, including an increase in shift pickups.

Streamline Scheduling Practices & Boost Efficiencies

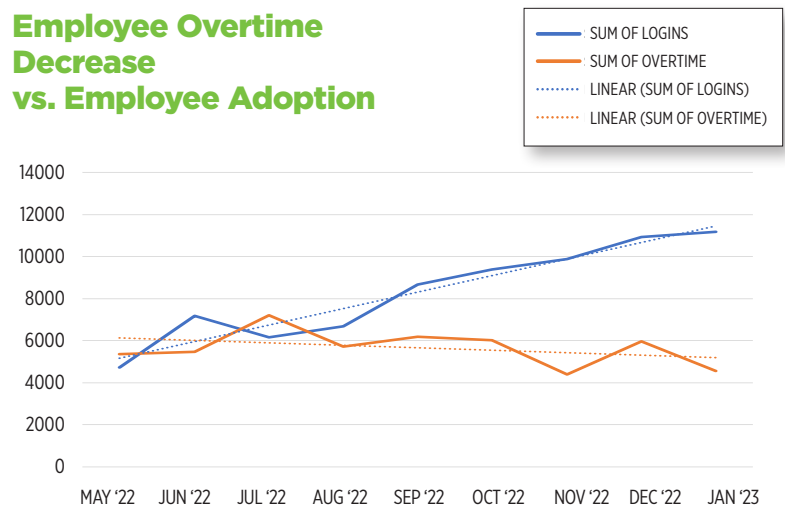
- OnShift's workforce scheduling software replaced Spring Hills' use of paper schedules. This streamlined the organization's operations, and even empowered nurses to help with scheduling duties.

- The OnShift mobile app powers a more flexible scheduling process as associates can request preferred shifts and be automatically assigned full or partial shifts.
- Spring Hills reduced overtime hours by 15% by using OnShift's proactive overtime feature that helps prevent employee burnout and reduce labor costs.

Achieve Workforce Success With A Proven Industry Partner

- The OnShift team partnered with Spring Hills to provide regular check-ins, interactive training sessions, and strategic business reviews to build the foundation for success.
- Working with their dedicated OnShift customer success manager means Spring Hills has a plan in place to ensure they are reaching their organizational and workforce goals.

Employee Overtime Decrease vs. Employee Adoption



“People naturally like to be recognized. Everyone wants to do a good job, so setting that goal of 3000 points is important because now they have something to work towards. They’re more likely to pick up shifts, take that survey, and do that extra thing to participate so that they can reach that reward. It’s contagious, it’s very well-received, and for us as an operator, the expense is minimal, but the benefit is amazing.” — Diana Marks, Director of Operational Efficiency & Performance Resources

The Results

- **15% decrease** in associate overtime hours¹ preventing employee burnout and reducing labor costs
- **110% increase** in response rates to employee feedback surveys¹ giving management a clearer view into staff satisfaction and stressors
- **75%** average associate satisfaction rate¹
- **14% increase** in employee satisfaction²
- **55% increase** in comments made in OnShift Engage surveys since May 2022, indicating an engaged workforce
- **Nearly 600 shifts** auto approved¹, saving resident care directors time and boosting associate satisfaction
- **12K unique messages** sent,¹ improving transparency and communication between management and staff
- **137% increase** in employee logins¹ to OnShift's scheduling software, showing adoption success and greater efficiencies

¹May 2022 - January 2023, ²May 2022 - March 2023