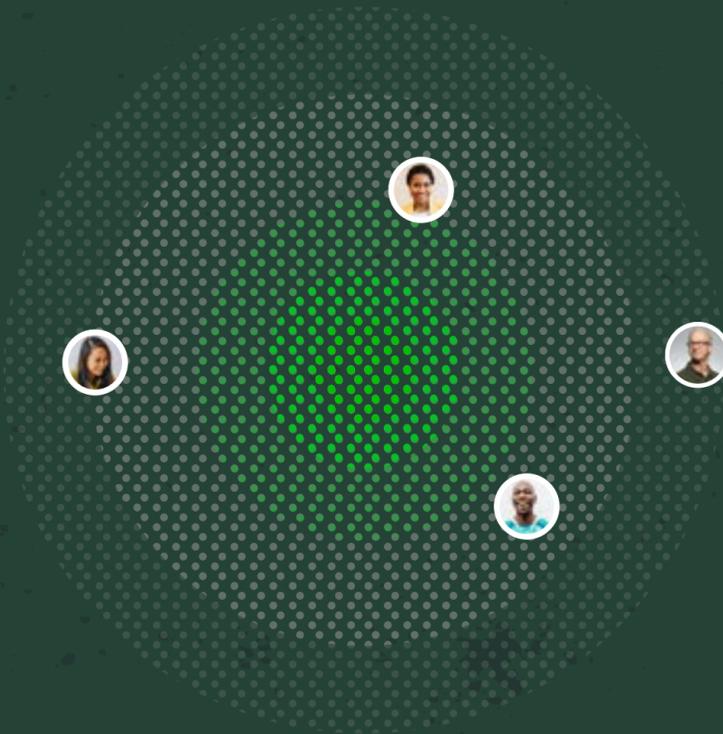


LECOM Institute for Successful Living reduces unfilled shifts by 80% across 4 senior care facilities



80%

Reduction in unfilled shifts

27%

Increase in census at one community

26%

Increase in employee shift requests

\$11K+

Annualized savings from reduced administrative work

Company Background

LECOM Institute for Successful Living

LECOM Institute for Successful Living offers people a full continuum of care, from independent living to skilled nursing care to outpatient services, bringing a whole new approach to wellness built on care, compassion and community. The organization's four senior care facilities have 600 employees total and serve more than 400 residents.

Workforce goals

- Achieve the workforce stability needed to take on more residents
- Decrease number of unfilled shifts
- Reduce employee burnout
- Obtain total workforce visibility across all four skilled nursing facilities

Key challenges

- Pen and paper scheduling made it impossible to track workforce needs and worker availability across all their buildings
- Frequent unfilled shifts forced them to cap their census
- Workforce shortages and hiring challenges left employees working short-handed and burning out
- Disjointed scheduling processes made bringing in external workers too difficult and inefficient for their schedulers

The Solution: SAMI

With SAMI, LECOM Institute for Successful Living optimized their senior-care workforce strategy to enable growth

After adopting SAMI, ShiftKey's and OnShift's Scheduling Automation Marketplace Integration, in late 2023, LECOM Institute for Successful Living's senior care team saw a significant uptick in employee engagement with a 26% increase in employee shift requests.

At the same time, they saw an 80% reduction in unfilled shifts across their four buildings. This includes a 94% reduction in unfilled shifts at LECOM Nursing and Rehabilitation.

Because the scheduling team could see employees and independent professionals in one streamlined system, they gained the efficiency that pen and paper had lacked, saving roughly 16 administrative hours per week, translating to more than \$11,000 in administrative costs annually.

Leadership at LECOM Institute for Successful Living was initially resistant to using external workers to assist when there were scheduling gaps. But with SAMI, LECOM's schedulers are able to identify the independent professionals they like best so they are automatically selected when they request to work a shift.

By filling scheduling gaps with independent professionals via SAMI, LECOM Institute for Successful Living has been able to remove their census cap and grow occupancy by as much as 27% at one of their buildings.

The Results

Drastic reductions in unfilled shifts alongside increased census and employee engagement

With SAMI, LECOM Institute for Successful Living was able to:

- Increase census by 27% at one facility
- Reduce unfilled shifts by 80% across four facilities and by 94% in one community
- Increase employee shift requests by 26%
- Save 16 hours of administrative work per week, an annualized cost savings of \$11,000+

“ SAMI has allowed us to increase census and, from an employee retention point of view, gives our team visibility into how we're exploring different avenues to get them the help and support they need.”

Jaime Babiak
VP of Operations
LECOM Institute for Successful Living

Interested in learning more about SAMI?

Visit OnShift.com to schedule a demo.