



A.G. Rhodes Sees A Reduction In Labor Costs & Turnover With OnShift

Key Results

42%

Decrease In Shift Incentives

100%

Increase In Shift Pick Ups

16%

Decrease In Turnover

27%

Increase In Internal Staffing Pool Employees

About A.G. Rhodes

A.G. Rhodes is a nonprofit long-term care and rehabilitation therapy provider with three communities located in and around Atlanta, Georgia. As one of the few nonprofit providers in the state, A.G. Rhodes has over 460 care partners who serve over 1,100 seniors each year. A.G. Rhodes Wesley Woods was recognized as Georgia's number one nursing home on Newsweek's Best Nursing Homes 2022 list.

A.G. Rhodes
COMMUNITY · WELLNESS · CARE

Key Challenges

- Lack of visibility into scheduling gaps left schedulers scrambling to fill shifts & increased reliance on shift premiums & incentives.
- Reliance on historical data made it difficult to proactively manage staffing & promote person-centered care.
- Manual scheduling methods left care team members feeling frustrated.

The Solution

OnShift Schedule
Workforce Management Software

“Prior to OnShift, everything was done on paper and scheduling issues were one of our biggest complaint areas. This system has definitely improved transparency with scheduling. Employees feel empowered to manage their schedule and pick up additional shifts.”

— Mary Helton, Chief Human Resources Officer, A.G. Rhodes

The Strategies

In 2021, A.G. Rhodes came to OnShift looking to move away from antiquated scheduling methods, including spreadsheets and handwritten staffing sheets, to schedule their over 460 care partners. Additionally, they wanted software that would allow them to proactively manage their workforce, reduce excess costs, and provide a more modern experience for employees that fit their innovative culture.

Decrease Reliance on Shift Incentives By Improving Employee Visibility Into Open Shifts

- Mobile schedule access for care partners leads to a 100% increase in shift pick-ups in one month.
- With greater workforce visibility, A.G. Rhodes nearly eliminated the use of last-minute shift incentives. Employees are now incentivized to pick-up open shifts a pay-period in advance, often reducing shift costs by 75%.
- Automated shift approvals for those not in overtime avoids potential excess costs & drives efficiencies.

Expanded Internal Staffing Pool Through Self Scheduling

- Increased visibility simplifies scheduling of internal float positions.
- Flexible scheduling across multiple locations allows A.G. Rhodes to maximize team member utilization.
- Internal float pool employees gain ultimate scheduling flexibility with easy access to shifts across locations through OnShift mobile app.

Provide Person-Centered Care Through Proactive Scheduling

- A.G. Rhodes uses real-time insights to proactively manage scheduling gaps & monitor against excess overtime.
- Integrated census data helps align scheduling with resident needs, promoting their mission to provide person-centered care.

Modernized The Employee Experience Through Innovative Technology

- OnShift's mobile access helps A.G. Rhodes fulfill three key components of the care partner experience: innovation, connection, & wellness
- OnShift's robust messaging and communications system ensures care partners feel connected to their communities.
- Real-time mobile access to schedules dramatically reduces scheduling frustrations for employees.
- Earned wage access with OnShift Wallet differentiates the organization & helps care partners better manage their own expenses.

“Our most impressive outcome has been the ability to change employee behavior by providing incentives for picking up shifts in advance of the pay period start and eliminating payment of last minute bonuses. We have been able to reduce our bonus dollars spent by over 30% since implementing this new practice.”— Mary Helton, Chief Human Resources Officer, A.G. Rhodes

The Results

- **42% decrease** in shift incentives
- **\$300K estimated annual savings** in shift incentives
- **100% increase** in shift pick-ups in first month using OnShift
- **27% increase** in internal float pool employees in one year



- **1,583** auto-approved shifts
- **16% decrease** in turnover
- **\$443K in earned wages accessed** via OnShift Wallet since 2021

