



Accolade Healthcare Streamlines Hiring and Reduces Turnover With OnShift

Key Results

27%
Decrease in
call offs

\$230,000+
Annualized savings in
premium labor costs

12%
Average decrease in
employee turnover at
each community

40%
Decrease In
time to hire

About Accolade Healthcare

Accolade Healthcare provides long-term care and post-acute services at eight buildings throughout Central Illinois. The organization places a strong emphasis on staff satisfaction, understanding that the foundation of quality and empathetic patient care starts with their team. Accolade prides itself on developing customized patient care plans that are tailored to individual needs and abilities, allowing their guests the opportunity to recuperate and feel at home throughout their stay.



Key Challenges

- Hiring and recruitment processes were unorganized and inconsistent across buildings, leading to slow hiring times, missed applications, and difficulty training new employees.
- Turnover was on the rise due to burnout and difficulty engaging employees
- Outdated scheduling tools and inconsistent processes led to unnecessary premium labor costs and frustration among employees.

The Solutions

OnShift Schedule
Workforce Management Software

OnShift Employ
Talent Acquisition Software

OnShift Wallet
Employee Financial Wellness Software

“With OnShift Employ, I don’t have to worry that a candidate doesn’t have their background authorization form filled out. I don’t have to worry that they forgot to do a reference check. I don’t have to worry that somebody filled out the first page of the application and then didn’t fill out the rest and sign and date it. OnShift Employ keeps us on track and organized to make the recruitment and hiring process smooth.”

— Diana Tolley, Director of HR at Accolade Healthcare

The Strategies

Streamline the Hiring Process With Customizable Applicant Tracking System

- Hiring managers post a new job opening quickly with templates that can be customized to specific job roles or community needs, and automatically distribute that opening to multiple job boards to increase the number of applicants
- Recruiters easily communicate with candidates through email or text and encourage new hires to fill out necessary paperwork online ahead of their start date
- With every community using the same platform and process for recruitment, hiring, and onboarding, HR leaders have greater visibility into best practices and can quickly train new HR staff at any location

Simplify Scheduling Across All Buildings & Give Employees More Flexibility With Modern Scheduling Software

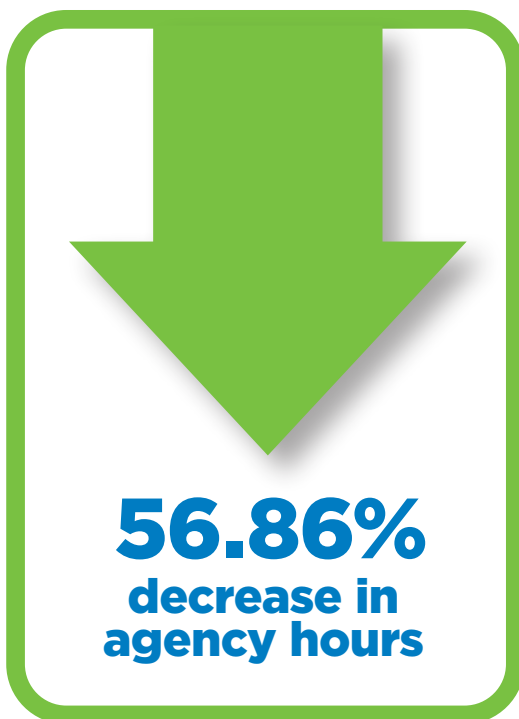
- Schedulers across all eight buildings now have easy, immediate access to view and adjust schedules, make notes, and contact staff
- Each building has at least one super user who can take ownership of OnShift Schedule to make it fit their building's specific needs
- Employees have more control over their schedules and can request shifts from anywhere at any time via the OnShift mobile app

Engage Employees & Reduce Turnover With Employee-First Mobile App

- Attract new hires and give existing employees an added perk by offering access to earned but unpaid wages between paychecks via OnShift Wallet
- Improve staff and leadership communication with frequent staff surveys and messaging via the OnShift mobile app
- More accessible scheduling and wages have reduced employee turnover
- Turnover rate has decreased with increased employee adoption of the mobile app

“Our highest performing buildings, the ones with the lowest turnover rates, are so engaged with Wallet and Schedule. During this staffing crisis, that’s especially notable. OnShift makes our lives as corporate leaders easier, but it also makes the lives of our staff easier.”

— Diana Tolley, Director of HR at Accolade Healthcare



The Results

- **Reduced time to hire by 40%** using OnShift Employ
- **\$1,260,489 earned wages** accessed via OnShift Wallet
- **26.6% decrease** in call offs
- **Decrease in monthly overtime** percentage over the past year
- **56.86% decrease** in agency hours
- Employee turnover at each community **decreased an average of 12%** as employee usage of OnShift's mobile scheduling app increased
- **1,476 auto approved shifts**, saving approximately 3 administrative hours per week

