Ciena Healthcare uses OnShift to make scheduling more manageable, cuts $427,000 in administrative costs

Key Results

15%
Increase in employee shift requests

$427,000
In annual administrative cost savings

32%
Decrease in monthly overtime percentage

73%
Decrease in agency hours

About Ciena Healthcare

Ciena Healthcare is a national network of 80+ skilled nursing, rehabilitation, sub-acute and assisted living facilities dedicated to one simple goal — achieving the highest standards of care.

Key Challenges

- Paper scheduling was inefficient, time-consuming and cumbersome

- Employees were frustrated because they could not view their schedules or make changes without administrators

- There was a lack of transparency between employees, schedulers and the payroll department

- Overtime was hard to manage, as schedulers had to depend on payroll department reports for overtime-risk visibility

- Without a system to gather feedback, it was difficult to get a pulse on employee sentiment.

The Solutions

OnShift Schedule
Workforce Management Software

OnShift Engage
Employee Engagement Software

"OnShift saves me a lot of time — if I want to see what the month looks like, I can just print out whatever time frame I need and see where the holes are. It streamlines the entire process because everybody has the same schedule in front of them."

— Amanda Cooper, DoN, Laurels of Kettering

The Strategies

Reduce time spent managing the schedule

To get schedulers onboarded quickly, the team relied on OnShift's on-demand training program, OnShift University, and took advantage of OnShift's customer success program, which includes regular calls and direct access to support technicians.

Once they started using OnShift, employees at Ciena were able to submit shift requests via the OnShift mobile app, and those requests could be automatically approved without scheduler intervention if that employee was not at risk of overtime. This, plus the visibility of the always up-to-date electronic schedule, has saved Ciena's schedulers 28,000+ hours over a year, helping them get back to caregiving and putting them at less risk of burnout.

Create transparency across the organization

Though schedulers liked the control of paper scheduling, it offered little transparency between schedulers, supervisors and payroll. This put communities at risk of under- or over-scheduling and made it difficult to manage their workforce budget. OnShift made it easy to view workforce data by shift, unit, community, or across the entire organization so leaders can quickly spot areas of improvement. Within a year of implementing OnShift, Ciena Healthcare reduced agency hours by 73% through more efficient employee scheduling, and saved $427,000 in administrative costs by reducing manual scheduling tasks.

Make overtime more manageable

With paper scheduling, tracking employees at risk of overtime was a nearly impossible, painstaking process. With OnShift's reporting tools and auto-approval feature, which accepts shift requests from employees not at risk of overtime, communities are able to build scheduling templates that avoid overtime, easily track it and keep it a percentage that works for them. One of their communities, the Laurels of Middletown, reduced their average monthly overtime percentage by 32% after implementing OnShift.

Provide employees with more autonomy

Before OnShift, employees had not even been able to check their schedules without calling or stopping by the building. They loved how easy it was to manage their schedule on the go with OnShift's mobile app, where they can view their schedules, request PTO and pick up shifts. They also liked knowing who they would be working with in advance, which is visible in the app.

Increase the efficiency and consistency of communication

As an organization dedicated to transparent communication, Ciena Healthcare immediately took advantage of OnShift's messaging features, which made it simple to send updates like shift openings or community news to all employees, specific departments or individual employees. Via OnShift Engage, employees could send their feedback through frequent, anonymous surveys, enabling leadership to keep a pulse on community sentiment and identify areas that need extra support.

The Results

Decreased monthly overtime percentage 32% at the Laurels of Middletown by using reports to monitor the schedule and budget

Opened a new 30-bed skilled nursing wing at the Laurels of Kettering, made possible through workforce management efficiencies

Reduced agency hours by 73% companywide and increased monthly employee shift requests by an average of 15% through more scheduling transparency and optimized employee utilization

Sent 162,000 surveys in a year across the organization via OnShift Engage to collect employee feedback

Saved $427,000 in administrative costs by reducing schedule management time by **28,000+ hours**

Auto-approved 31,000+ shift requests in a year for employees not at risk of overtime

"Our staff uses the OnShift app a lot. They love that you can pick up shifts with it and communicate through it, and they like knowing who else they're working with. We do everything on our phones now - why should managing the schedule be any different?"

- Lindsey Gehret, Administrator, Laurels of Kettering

OnShift