Eagle Lake Village Uses OnShift To Improve Employee Satisfaction and Retention While Serving More Seniors

Key Results

33%
Reduction in overtime in just 5 months

100%
Of open positions filled

44%
Increase in resident occupancy

15
Minutes per week spent managing the schedule

CIMINOCARE℠

About Eagle Lake Village

Eagle Lake Village, a CiminoCare community, is a 76-bed senior living community in California with 35 employees. Eagle Lake Village's highly dedicated care professionals help every person, regardless of condition, to enrich and improve their lives.

Key Challenges

- Being in a small community with a small recruitment pool made it difficult to stay fully staffed.

- Due to staffing challenges, the team couldn't control overtime costs or reduce employee burnout.

- The administrator plays many roles in the community, including scheduler, and needed an efficient scheduling solution to save time.

- Employees were frustrated with the scheduling process, as they couldn't view their schedules independently and needed to rely on communication from the administrator.

The Solution

OnShift Schedule
Workforce Management Software

> "OnShift makes scheduling easier. You don't have to stress out about it. You don't have to worry. If your employees have questions, they can answer it themselves in the app. If they want to request shifts, they can do it in the app. If they want to request time off, they can send me a message in the app. It's just easy."

— Holly Suiter, Administrator at Eagle Lake Village

OnShift

The Strategies

Give Employees More Control Over Their Schedules

With OnShift Schedule's easy-to-use mobile app, Eagle Lake Village employees can access their schedules from their phones. They love that they can manage their time-off requests, view shifts available for pickup, and easily see who they're working with. OnShift's mobile app and the control it provides are also key recruiting tools.

Improve and Expedite Communications

With OnShift's messaging system, Eagle Lake Village's administrator eliminated time spent answering questions directly, emailing, and otherwise managing communications about schedules. Now, she uses OnShift's messaging system to notify staff about shifts, building updates, shift requests, and more. In just six months, she sent 361 messages, keeping the total time spent on schedule management at 15 minutes or less each week.

Control Workforce Costs and Burnout

One of Eagle Lake Village's objectives was to manage overtime and stay within budget. With OnShift Schedule, they can quickly approve shift requests, reducing the need for premium shift incentives and slashing overtime by 33%. Overtime continues to trend downward, as do burnout and turnover.

Create Consistency in Care

OnShift Schedule helps Eagle Lake Village maintain high employee satisfaction and retention rates so the community can serve more seniors. Eagle Lake Village is now fully staffed, and resident occupancy is at an all-time high and trending upward. Employees show strong engagement with the OnShift app: Each employee logs in more than once per day, and total employee logins average 1,254 per month.
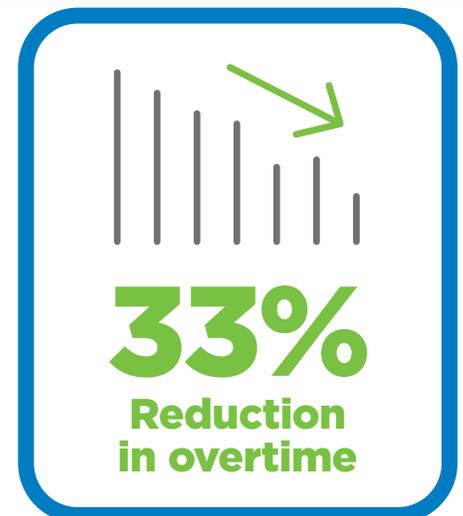
Streamline Scheduling

The administrator at Eagle Lake Village has many roles, only one of which is scheduler. OnShift Schedule saves valuable time. With the ease of schedule templates, the administrator manages the schedule in 15 minutes or less per week. Additionally, OnShift Schedule enables employees to look up their schedules and vacation approvals and administrators to broadcast messages in a single step, drastically reducing time spent on employee communications.

> "I like that all the staff can get in and they can actually see what their schedule looks like. They can see who they're working with. I like that they can request to pick up shifts. I like that I can do a mass message out for all staff meetings. It makes my life easy."
>
> — Holly Suiter, Administrator at Eagle Lake Village

The Results

- Using schedule and budget monitoring reports, Eagle Lake Village **reduced overtime by 33% in just five months.**

- The community **sent an average of 60 messages per month,** reducing administrative time and signifying increased employee engagement.

- Eagle Lake Village uses OnShift as a key differentiator when recruiting, and **the community is now fully staffed.**

- Eagle Lake Village's **resident occupancy is at an all-time high,** and it's on an upward trajectory.

33%
Reduction in overtime

On)Shift®