



# St Andrew's at Francis Place Combats Rural Hiring & Retention Challenges with OnShift

## Key Results

**13%**

Lower than the state average total nursing staff turnover

**8%**

Increase in employee satisfaction

**92%**

Decrease in employee call offs

**38%**

Increase in employee shift requests

## About St. Andrew's at Francis Place

St. Andrew's at Francis Place provides long-term skilled nursing care and short-term Medicare rehabilitation in Eureka, MO. Francis Place is one of 10 communities in St. Andrew's Resources for Seniors System, a faith-based, not-for-profit organization in Missouri.



St. Andrew's  
At  
*Francis Place*

## Key Challenges

- Administrative, manual tasks of collecting employee feedback, tracking employee performance, and fairly delivering employee rewards were burdensome.
- Located in a town of about 12,000 people, Francis Place has a small available candidate pool and high competition for talent.
- Budgets don't always allow Francis Place to match competing wages, so perks and benefits play a bigger role in recruitment.

## The Solutions

### OnShift Schedule

Workforce Management Software

### OnShift Engage

Employee Engagement Software

**"Folks are really looking at what kind of perks an employer can give them, and OnShift Engage is something that I think is a draw. It really is something that has swayed people to come work for us. I tell any of the new HR people coming in that OnShift Engage can be the best thing you've ever had."** —Darla Shular, Human Resource Manager at St. Andrew's at Francis Place

## The Strategies

### Automated reward management reduces administrative time & scheduling gaps

- OnShift's automated rewards point distribution for key behaviors such as being on time, consistent attendance, and tenure milestones ensures consistent employee recognition without manual tracking.
- Through instant reward delivery, employees receive a digital gift card of their choice without manager intervention.
- Automated reward management through OnShift Engage has contributed to a 92% drop in call-offs and a 38% increase in shift requests.

### Improve staff satisfaction by consistently capturing feedback

- Consistent, short surveys sent automatically via text message allow managers to address employees' concerns before they become significant problems and closely monitor staff satisfaction for areas of improvement.
- New hire survey program throughout the first 90 days of employment helps leaders at Francis Place ensure new hires have a positive experience.
- Open communication and frequent opportunities to offer feedback, facilitated by OnShift Engage, have led to an 8% increase in staff satisfaction.

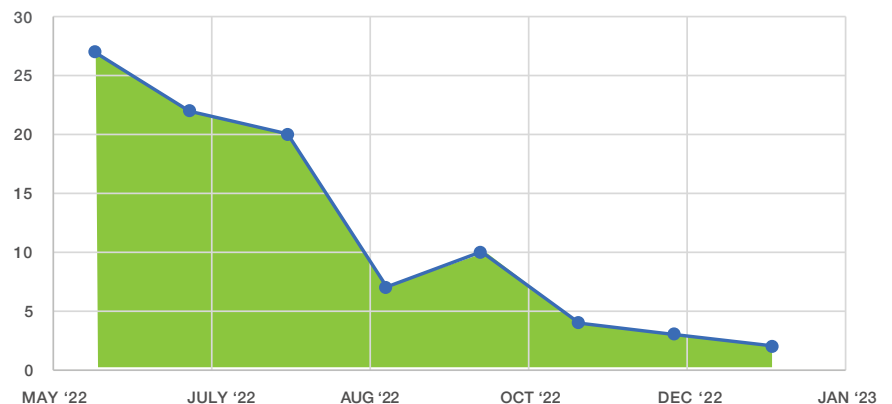
### Differentiate the organization with mobile employee scheduling to improve recruitment & retention

- Empower employees to view their schedule, initiate trades, and request additional shifts right on their smartphones through the OnShift mobile app.
- Shift flexibility and visibility, enabled by OnShift Schedule, helps to attract workers from surrounding communities and retain current staff.
- Collaborative scheduling process and consistent rewards help Francis Place maintain a turnover rate that is 13% lower than the state average in Missouri, according to CMS data.

## The Results

- **92%** drop in employee call offs
- **38%** increase in shift requests
- **8%** increase in employee satisfaction
- Total nursing staff turnover is **13%** lower than the state average
- **54%** of the 1100+ surveys sent in 2022 included voluntary comments
- Nearly **100%** of staff members are on the OnShift mobile app

### Employee Calloffs: June 2022 – January 2023



**“OnShift is truly an asset. It helps me know who’s in the building. It helps me see where the gaps are and the employees that I might need. But it’s not just a scheduling tool. It also helps me to show appreciation to my employees in a way that’s not just me handing them something. It’s because they’ve worked for it and I’m showing my appreciation for what they’re doing for our company.”** — Darla Shular, Human Resource Manager at St. Andrew’s at Francis Place

