



Quality Center for Rehabilitation and Healing cuts three agencies while improving resident and employee satisfaction

2,500+ shifts filled with the ShiftKey + OnShift integration



70%

Reduction in agency usage

50%

Less time spent managing the schedule

20%

Increase in the number of shifts filled by employees



Improved employee satisfaction

Quality Center for Rehabilitation and Healing

Quality Center for Rehabilitation and Healing, a CareRite Center, is a skilled nursing facility in Lebanon, Tennessee, with 280 residents and 315 employees. Their mission is to “**foster and provide unprecedented levels of genuine care and customer service for our community’s rehabilitation and nursing needs, in a soothing, tranquil and state-of-the-art environment.**”

Workforce goals

- Decrease the number of agencies and agency hours used
- Improve quality of care by filling shifts with exceptional healthcare professionals
- Reduce scheduling time and associated workforce costs
- Increase control and visibility when scheduling employees and external workers

Key challenges

- Coordinating external worker coverage from five different sources was time-intensive and complex
- The community was overusing agency and wanted to entice employees to work available shifts
- Scheduling CNAs alone took nearly 80 hours a week
- A lack of schedule visibility led to over- and under-scheduling

The Solution: SAMI

With SAMI, Quality Center for Rehabilitation and Healing improved care quality, boosted employee satisfaction, and eliminated 70% of their agency usage

Quality Center for Rehabilitation and Healing began using OnShift in January 2024 and immediately started seeing improvements. Schedule visibility went from being a paper-scheduling black box to a cross-departmental system providing insight into agency usage, employee hours, scheduling gaps and more.

When they implemented OnShift, Quality Center for Rehabilitation was sourcing external workers from four agencies and ShiftKey's marketplace technology platform. Managing five sources of external workers required intensive back-and-forth communications and created extensive manual work for administrative team members, who had to manually enter those hours into the schedule.

The team enabled SAMI, the ShiftKey + OnShift integration, in April 2024. Since then, they've cut 70% of their agency usage and filled more shifts with their own employees. Simultaneously, the number of unfilled shifts has dropped by 19%. With this increase in shift support, the community is experiencing higher employee satisfaction and fewer complaints from residents and their families.

To ensure consistency and quality of care and maintain control when choosing independent professionals for shifts, Quality Center for Rehabilitation uses ShiftKey's Reliability Score and gathers feedback from their internal team. They lean on ShiftKey's Favorite feature to identify the independent professionals they want to continue to engage with. And because SAMI helps the community proactively identify scheduling gaps, they are able to secure more of their preferred independent professionals and fill 94% more of the shifts where they have gaps.

The Results

Increased quality of care and employee engagement, more control over agency

- Decreased the percentage of shifts filled by agency by 70% with technology to prioritize their employees and proactively identify scheduling gaps.
- Eliminated three agencies and the need to manually add external worker information to the schedule, saving administrators the time and frustration associated with coordinating care and verifying credentials.
- Consolidated their sources of external workers. They now use ShiftKey to fill more than 75% of shifts unclaimed by employees because it gives them more control and visibility over their external worker usage.
- Increased the percentage of shifts filled by employees by 20% with OnShift's employee-first mobile scheduling app, which makes it easy for employees to view their schedules and pick up shifts.
- Reduced the number of unfilled shifts by 19%, improving the quality and continuity of care.
- Cut CNA scheduling time in half, enabling an assistant administrator to return to her primary work of supporting resident care and organizational goals.

“ Making the shifts we've posted to SAMI available to our employees is really simple. A click of the button cancels the shift on the marketplace and reopens it for our people, but it still keeps the holes in our schedule filled.”

Tamara Gibson

Assistant Administrator, Quality Center for Rehabilitation and Healing

Interested in learning more about SAMI?

Visit OnShift.com to schedule a demo.

This case study is not intended to represent or guarantee that current or future users will achieve the same or similar results.