



Unfilled Shifts

Post the ShiftKey +
OnShift Integration

Touchstone Communities Cuts Costs by \$1.7M

While Increasing Workforce Consistency
Through the OnShift + ShiftKey Partnership

\$1.7M

Annual Savings

89%

Reduction in
Unfilled Shifts

500 Hrs

Administrative Time
Saved Per Community

100%

Total Workforce
Visibility

Staffing Goals

- Consolidate scheduling processes
- Optimize cost savings
- Support continuity of care
- Grow occupancy rates
- Increase employee engagement

Key Challenges

- Using numerous agencies
- Paying premium rates
- Using multiple systems for staffing
- Inconsistent reporting and visibility
- Impacting Five Star rating

“The OnShift and ShiftKey partnership has been extremely successful. The level of visibility we have now is priceless as we build for the future.”

Nicole Kummala

Senior Director of Operational Support

Touchstone Communities

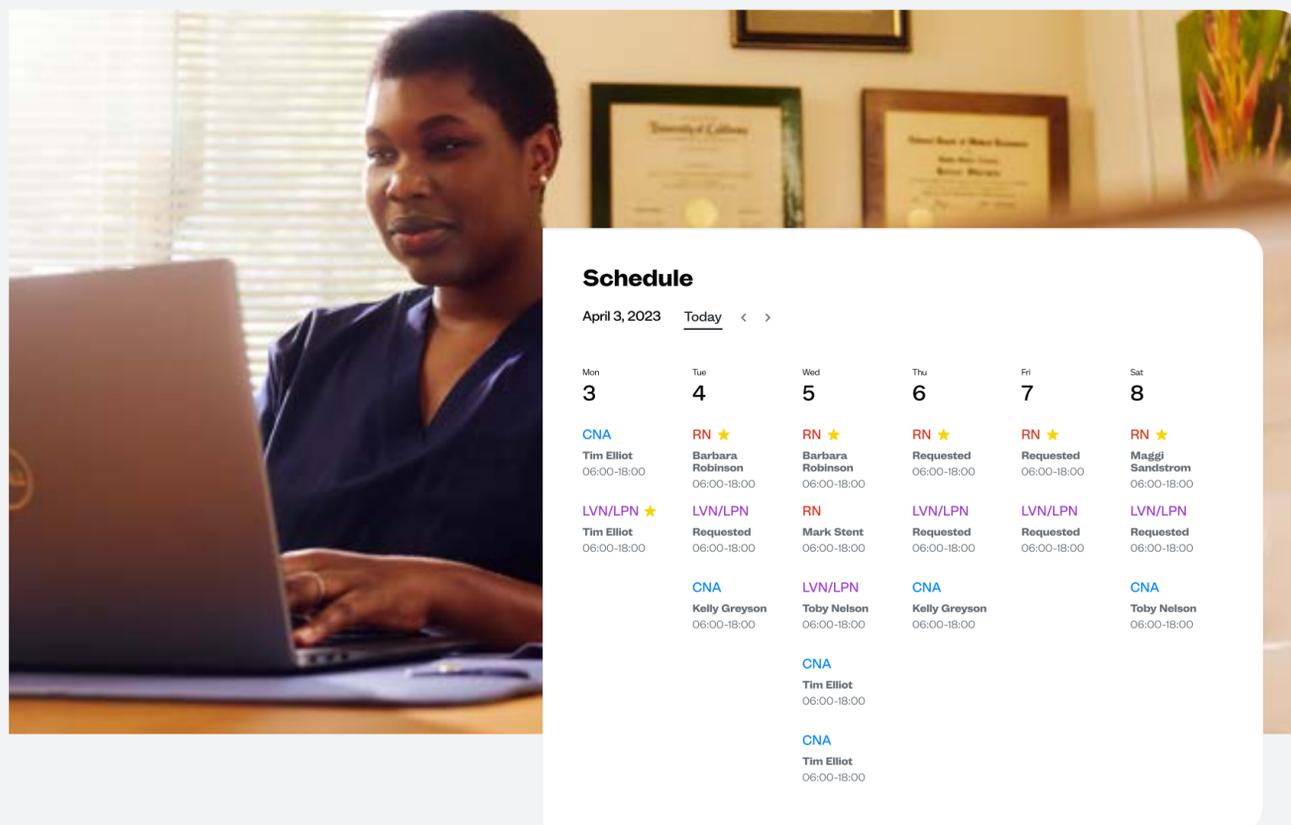
Overview

Touchstone’s Technological Transformation

Touchstone Communities, a long-term care provider offering skilled nursing and rehabilitation services, embarked on a technological transformation with OnShift that allowed them to thrive operationally and support the “Touchstone Experience” — promoting a culture of connectedness across their 28 communities and 3,000 team members.

With OnShift’s workforce management software, Touchstone has enhanced the team member experience and work-life integration through more transparent scheduling and frequent communication.





However, in today's tight senior care labor market, relying solely on internal team members to cover every shift became unrealistic for Touchstone.

“We, like most senior care providers, went through a time where we had numerous open positions. Luckily, we have great team members who often would step up and fill those shifts,” says Kummala. “But, as time went on and working extra shifts became more frequent, our team members became tired, and we needed to provide them more balance.”

The perpetual staffing shortages created unprecedented workforce challenges that led Touchstone, like many organizations, to rely on numerous staffing agencies to fill critical openings. This was not only financially crippling, but a scheduling nightmare as temporary workers were scheduled using disparate systems that made it difficult for leadership to gain a clear, accurate picture of staffing levels.

Touchstone Communities enrolled eight of their communities in a pilot initiative that combined the power of OnShift's workforce management platform with ShiftKey, the largest, most robust marketplace for independent healthcare professionals in the industry.

SAMI (Schedule Automation Marketplace Integration), delivered by ShiftKey + OnShift, provides Touchstone a complete view of their schedule. SAMI shows their internal team members and independent workers in one system. With this new technology, Touchstone Communities can manage their total workforce schedule proactively and cost effectively.

Touchstone Communities enrolled **eight communities in the pilot**

The Solution: SAMI

Strategically Utilize Independent Workers for Occupancy Growth

To maximize utilization of internal team members, Touchstone Communities relies on OnShift to quickly identify gaps, modify schedules, and communicate open shifts based on changing staffing requirements. OnShift's robust messaging platform makes it easy to notify team members of openings, and this, paired with the ability to view and request additional open shifts via the OnShift mobile app, allows team members to be part of the scheduling process.

In addition, those not at risk for overtime are automatically assigned to the shifts of their choice. With greater visibility into team member utilization and participation, along with current hiring and retention programs, Touchstone Communities has reduced their dependency on additional temporary workers.

However, when additional workers are required to support occupancy growth and fill openings, Touchstone Communities can quickly and easily promote those shifts on the ShiftKey marketplace, helping to ensure coverage needs are met.

With SAMI, Touchstone has the real-time insights needed to make strategic workforce decisions now and in the future. This has helped Touchstone maximize Medicaid reimbursement rates by ensuring they consistently meet staffing ratios for high quality resident care.

“ The independent contractors from ShiftKey have been wonderful. I truly believe you must have a heart to do this work. So, when we see independent contractors come into our community and make a connection with our residents and our team members, those are people we want to hold on to.”



Breanna Castillo
Staffing Coordinator
The Enclave

Optimize Workforce Cost Savings

Utilizing SAMI, Touchstone Communities no longer needs to rely on multiple staffing agencies. To maximize opportunities for internal team members to request shifts, and to reduce overall spend on temporary workers, Touchstone automatically posts openings on ShiftKey that occur within the next seven days. This timeframe provides internal team members plenty of time to request openings and gives independent contractors more opportunity to pick up those shifts without the need to use expensive premium pay.

Unfilled shifts that occur within the next **seven** days are automatically posted on ShiftKey

“From where we were a couple of months ago to where we are today, the premium costs of temporary workers we had experienced have been essentially eliminated. This is thanks to the OnShift and ShiftKey partnership,” says Jessica Dyson, Administrator at Stone Oak Care Center. “With proper planning and timely posting of open shifts to the ShiftKey marketplace through OnShift, the savings are adding up quickly and have been a game-changer for our community.”



“The savings are adding up quickly and have been a game-changer for our community.”

Jessica Dyson
Administrator
Stone Oak Care Center

\$1.7M Annualized savings realized by Touchstone Communities

Touchstone has realized annualized savings of \$1.7M by virtually eliminating premium temporary worker costs across these eight communities.

Improve **Consistency** for High Quality Care

With SAMI, Touchstone has not only reduced the number of unfilled shifts by 89%, but they have also improved consistent assignment.

Touchstone routinely uses the "favorite" functionality in SAMI to indicate their preferred independent healthcare professionals. As Touchstone's "favorites" request open shifts, they are automatically scheduled to work. This adds to the continuity of care their residents receive and has helped Touchstone maintain exceptional quality ratings.

"We are fully committed to providing optimal staffing for the benefit of our team members and residents," says Kummala.

Reduced the number of unfilled shifts by 89%

Touchstone Communities has experienced everything they hoped for and more. Leadership has gained more control and visibility into independent worker use. Schedulers are no longer spending hours coordinating with staffing agencies to fill last-minute openings. HR and finance no longer spend countless hours reconciling temporary worker use and Payroll-Based Journal reports. Team members aren't burned out having to routinely work extra shifts or stressed about the potential of being short-staffed.

And, most importantly, residents are experiencing quality in the care they receive. This strategy has also provided Touchstone the confidence in knowing they will have the staff needed to grow occupancy in the future.

“ Before the integration with OnShift and ShiftKey, it would take so much time to coordinate openings with outside agencies. That back and forth is eliminated through the OnShift and ShiftKey integration, which has saved me countless hours. Now, I get to spend more time doing what I love — being out on the floor, supporting our aides and caring for our residents.”

Angela Sepulvado
Staffing Coordinator
The Heights of Tyler



Interested in learning more about SAMI?

Visit OnShift.com to Schedule a Demo