

# Assisted Living Case Study

## Assisted Living Staff Scheduling

Helping assisted living staff avoid scheduling conflicts, cover gaps, and increase quality while raising employee morale.

Suncrest Assisted Living was borrowing critical time from resident care to chase a constant cascade of scheduling changes. Every schedule change triggered a stream of inefficient emails, texts, and phone calls that wasted time, confused employees, and hampered productivity for days at a time.

### Frustrated Employees

Suncrest Assisted Living has a staff of 23 including on-site nurses and caretakers, aides, administrative staff, and house-keeping. A small on-site workforce means schedules aren't very flexible and have little room to absorb change, which happens often.

Unplanned schedule changes triggered a time-consuming process of sending emails and texts to all qualified staff members to find a replacement. Managers were often required to coordinate fractional shift changes to accommodate overlapping availabilities. The result was a domino effect that often caused unforeseen consequences including costly overtime and coverage gaps. The extra burden, added confusion, and personal disruption was taking a toll.

### Workforce Management Offers Relief

Searching for a solution, Suncrest turned to the Workforce Management Suite. Workforce Management Suite provides simplified scheduling with TimeSimplicity in a powerful set of integrated cloud-based tools that include time-and-attendance tracking (TimeWorksPlus), with mobile capabilities for 24/7 anywhere access.

Suncrest needed a simple solution that managers and other staff could use without the need for a lot of additional training. TimeSimplicity offered exactly that, with the additional power of drag-and-drop scheduling, easy schedule change management, and employee self-help tools that empower employees to solve scheduling conflicts with ease.

With Workforce Management Suite, Suncrest was able to set up their scheduling in about fifteen minutes by entering each employee name, job code, and availability. Once that was done, creating employee schedules became a simple matter of drag-and-drop. Scheduling conflicts, unscheduled overtime, and adequate shift coverage are no longer a problem with built-in alerts that warn before a problem occurs.

When it comes to finding extra help during schedule changes, the Suncrest team no longer goes into panic mode; employees have the ability to enter their availability to pick up extra hours, and swapping between employees for scheduled trade-offs is as easy as trading cards. Managers only need to approve swaps for stress-free schedule changes.



## Synopsis

- **Challenge:** Suncrest Assisted Living was borrowing critical time from resident care to chase a constant cascade of scheduling changes.
- **Solution:** TimeSimplicity offered the additional power of drag-and-drop scheduling, easy schedule change management, and employee self-help tools
- **Benefits:** Employee empowerment ended panicked scheduling emergencies and increased employee morale. Happier employees means better care for residents, increased productivity, and a healthier bottom line.

One of the most popular features for Suncrest is the ability to empower their staff with mobile access. With the Employee Self Service (ESS) portal, employees are able to view their schedule, request time off, monitor accruals, and review their time cards. They no longer need to call a supervisor for basic information and time card accuracy has improved significantly. This is a perfect solution for a community of employees working all hours of the day and a real timesaver for managers.

All long-term care facilities are now subject to the Payroll Based Journaling (PBJ) provisions. Employers are required to track daily employee shift hours by job description and site as well as staff tenure and turnover. Suncrest uses the built-in Payroll Based Journaling (PBJ) tools in Workforce Management Suite to easily track the data and prepare accurate reports. Suncrest managers are sleeping better at night knowing that the PBJ compliance is automated with Workforce Management Suite.

### **Cost Savings, Improved Performance, and Increased Morale**

Managers using Workforce Management for scheduling will tell you that the savings in time alone makes the upgrade worth it. However, Suncrest Assisted Living will go one further and tell you that employee empowerment and the end of panicked scheduling emergencies has gone a long way toward increasing employee morale. Happier employees means better care for residents, increased productivity, and a healthier bottom line.

### **SOLUTION – Workforce Management Suite**

- TimeSimplicity for simplified scheduling and mobile coordination.
- TimeWorksPlus for integrated time and attendance tracking.
- Mobile access provides employee access and management control.

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