



Assisted Living

Empowering employees for better care

TimeSimplicity™

Employee Scheduling

A CASE STUDY

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 employee 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 housekeeping. 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.

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Workforce Management Offers Relief

Searching for a solution, Suncrest turned to TimeSimplicity, a simple-yet-powerful employee scheduling solution that works as a standalone cloud-based application or as part of WorkforceHUB. Suncrest decided to take advantage of employee scheduling with integrated time tracking in WorkforceHUB for even greater functionality.

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 WorkforceHUB, 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.

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 WorkforceHUB to easily track the data and prepare accurate reports. Suncrest managers are sleeping better at night knowing that PBJ compliance is automated with WorkforceHUB.

Cost Savings, Improved Performance, and Increased Morale

Managers using TimeSimplicity 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.

For more information
call your workforce
management provider
888.223.3450

