



How Van Buren Health and Rehabilitation raised its CMS rating, reduced employee turnover, and created a happier place to live and work

Key Results

\$15-20K

Savings in monthly agency spend

+1 Star

Added to CMS Quality Rating

20%

Reduction in external worker spend

10%

Decrease in employee turnover

About Van Buren Health and Rehabilitation

Van Buren Health and Rehabilitation is a 140-bed skilled nursing facility and rehabilitation center nestled in the Ozark mountain town of Van Buren, Arkansas. The 144-member team includes licensed, experienced nurses and a community of caregivers focused on providing the highest level of care to their residents. Their activities, interdisciplinary approach, second-to-none equipment, and rehabilitation programs are designed to maximize residents' clinical outcomes while enhancing their well-being and overall happiness.



Key Challenges

- Inconsistent staffing had resulted in a three-star CMS Quality Rating
- External-worker costs were financially unsustainable
- Wage wars with area competitors made it difficult to hire
- Employees were showing signs of burnout and disengagement
- Tracking shift assignments and bonus promises was challenging due to disjointed, analog operations
- The paper scheduling system required too much time to manage and resulted in a lack of shift accountability.

The Solutions

OnShift Schedule

Workforce Management Software

OnShift Engage

Employee Engagement Software

“OnShift has increased employee satisfaction and helped us build sustainable retention programs. Fixing the issues that were causing our team so much frustration has saved us a lot more than two days worth of somebody’s time. We’ve saved employee turnover, which means we’re saving thousands and thousands of dollars.”

— Nathan Rodriguez, Administrator, Van Buren Health and Rehabilitation

The Strategies

Get off paper scheduling to save time, increase accountability, and improve communication

The team at Van Buren knew that moving from paper scheduling to a digital program would be an investment and settled on OnShift Schedule because the robust workforce management platform was designed for senior care. Very quickly, they started saving more than OnShift's monthly usage fee in administrative time saved. Schedulers appreciated the speedy onboarding, scheduling templates, easy-to-use platform, and always-on support. Team accountability increased too, as paper, email, and text threads were all combined into OnShift's messaging system — saving management “a lot of headaches” and making communication easier.

Give employees more support, more feedback, and more control over their schedules

Committed to employee satisfaction, the Van Buren administrative team jumped at the chance to give employees more feedback and recognition opportunities through OnShift Engage. Engage is creating excitement with Van Buren employees that hasn't been seen in a long time. They appreciate being able to give regular feedback to management via pulse surveys and receive feedback about how they're doing at work via rewards points. They also enjoy the gamification aspect of being able to compare rewards points scores with other employees and the ease of being able to control their schedules in the mobile app.

Stop the wage wars and reduce external worker usage

To compete for talent during the hiring process, the Van Buren team started by raising their hourly rates. When nearby facilities did the same, they became embattled in a regional wage war. This resulted in an increase in external-worker usage and unhealthy internal competition for shift bonuses. OnShift helped them change all that.

The administrators used the platform to develop an in-house float pool that they use to fill open shifts at higher hourly rates with shift bonuses. Using OnShift, they message members of this float pool when a shift is open, and keep everyone accountable via the OnShift app. As a result, they've nearly eliminated the need for external workers without sacrificing quality of care.

Focus on providing the highest level of quality care

The team at Van Buren is dedicated to providing their residents with the highest quality care. They see quality of care as not just a CMS Quality Rating, but a real measure of how happy residents, staff, and administrators are. OnShift helps them deliver that care and attract more employees through consistent staffing, a positive work environment, and an atmosphere of joy and camaraderie for all who live and work in their center. With this mindset and adoption of OnShift's technology, they've increased their CMS Quality Rating to four stars.

“OnShift has helped me create an atmosphere where everyone is laughing, joking, having fun, and participating in activities with residents. In my opinion, that's what senior care should be about — happy residents, happy employees, happy administrators.”

— Nathan Rodriguez, Administrator, Van Buren Health and Rehabilitation

The Results

- **Saving between \$15K and \$20K in monthly external worker spend** with a streamlined scheduling process and more efficient employee utilization.
- **Eliminated 80% of external worker usage.** OnShift gave them the ability to build their own float pool, staffed by professionals they handpicked.
- **Decreased employee turnover by at least 10%** with OnShift Engage's interactive platform, gamification, and feedback gathering tools.



- **Increased CMS Quality Rating by one star** due to more consistent staffing and a joyful, supportive environment for all.
- **Staffing coordinators save eight days of work per month** because of OnShift Schedule's templates, communication tools, and user-friendly interface.

