

Care quality and profitability

Delivering quality care is a financial strategy cycle. The link between how you care for residents and how your facility performs financially is more direct than it looks. Here's the cycle.

A flexible, stable workforce

Well-supported teams that can spend their time on direct care deliver better outcomes. Time otherwise lost to non-nursing tasks gets redirected to patients.

Lower turnover, more consistent care

Higher turnover is associated with measurably lower quality of care. When workers have more support, burnout drops and employees stay. The same professionals return shift after shift, and residents get care continuity.

Higher care quality

Well-supported teams that can spend their time on direct care deliver better outcomes. Time otherwise lost to non-nursing tasks gets redirected to patients.

Higher CMS Five-Star ratings

Care quality and the inspection results tied to it make up the bulk of a facility's overall rating.

Stronger financial performance

Higher census plus lower regulatory exposure makes for a healthier bottom line and the capacity to reinvest in the workforce.

Ratings move demand

One-star facilities lost roughly 8% of market share while five-star facilities gained about 6%. Stronger inspection performance means less time solving problems and more time raising the bar: a virtuous cycle with the best operations getting better.

135%

CMS One-Star facilities had the highest median turnover, at 135%

77%

CMS Five-Star facilities had the lowest median turnover at 77%

+6%

One-Star facilities have lost roughly 8% of market share while five-star facilities gained about 6%

Build an environment optimized for quality care

Workforce management solutions from OnShift and ShiftKey help you provide flexible schedules and more shift support while reducing administrative work, so you can build an environment optimized for quality care.

Learn more at ShiftKey.com or OnShift.com

Sources

"Nurses' Time Allocation and Multitasking of Nursing Activities: A Time Motion Study," (PMC/AMIA Annual Symposium Proceedings).

"Health Care Staff Turnover and Quality of Care at Nursing Homes," (JAMA Internal Medicine).

"High Nursing Staff Turnover in Nursing Homes Offers Important Quality Information," (Health Affairs).

"Consumer Response to Composite Ratings of Nursing Home Quality," (American Journal of Health Economics).