



CUSTOMER STORY

Meeting Resident and Staff Needs with Better Scheduling



Background

For [Presbyterian SeniorCare Network](#), a large part of managing multiple skilled nursing and assisted living locations was managing staff schedules. Schedules were done in spreadsheets, which caused a significant amount of staff frustration for everyone involved.

Schedulers had to do everything manually, with duplication of tasks and staffing errors causing them to spend extra time getting schedules right. For those receiving their shifts, delays in getting their schedule and last-minute shift changes added unnecessary stress to their work.

As Lisa Malosh, Senior Director of Organizational Improvement, shares, “Even though we thought we had some pretty advanced spreadsheets, with pivot tables and some data being pulled in, scheduling really took a lot of time and had a lot of waste in the process.” Fortunately, Inovalon’s [Schedule Management™](#) software “really eliminated all of that right off the bat,” says Malosh.



Improving Staff Communication

Any healthcare scheduler knows staff scheduling is a constant flow of moving pieces. Open shifts must be filled. Nurses may call out. Still, resident care must go on.

For Presbyterian SeniorCare Network, having Schedule Management meant better ongoing maintenance of the schedule, made possible by more efficient communication methods within the software.

Before, nurses were leaving sticky notes on a printed schedule to ask for shifts or give up a shift. They were stopping by their leader's office to discuss changes, or conversely, their leader may have called nurses one by one to try and fill a shift.

Now, nurses can see their schedule on their cellphone or any computer device. They can communicate if they'd like to swap shifts or simply pick up an open shift as they see what is available. Malosh notes this as one of the biggest benefits in their process

Scheduling Success at a Glance



15 Hours

of work saved for schedulers when they prepared a 4-week schedule



12% Increase

in staff picking up open shifts within the first two weeks of using Schedule Management



100% Elimination

of manual scheduling work

– that staff can quickly figure out what shifts are available to pick up, what they can't pick up, and no longer have to wait for a phone call.

This enhanced communication is invaluable. The organization can now meet staff scheduling expectations and their staffing data shows it's really working. Malosh shares, "Schedule Management eliminated all our inefficiencies in communication. In our first two weeks that we went live, we saw an increase of 12% of our own staff picking up open shifts."

For scheduling leaders, having Schedule Management has saved each scheduler 15 hours of work for every four-week schedule they prepare.



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- Lisa Malosh, Senior Director,
Organizational Improvement,
Presbyterian Senior Care Network

Having the Right People, at the Right Place and Time

Schedule Management empowered Presbyterian SeniorCare Network to create schedules with more ease and efficiency – in turn allowing them to better focus on their seniors' needs. Scheduling became less about updating spreadsheets and individual phone calls, and more about arming leaders and staff with real-time information to quickly make staffing decisions.

Malosh sums up the impact as, “We set out to have the right people in the right place at the right time. That’s what we do. We serve seniors, so what we really needed to be able to do – and do without any errors or mistakes, in the quickest amount of time – was get people where they need to be.”



Being able to manage your scheduling processes super efficiently and for staff to have immediate responses because of Schedule Management, I think that’s pretty big deal.”

- Lisa Malosh, Senior Director,
Organizational Improvement,
Presbyterian Senior Care Network

The Inovalon Difference

As valuable as scheduling software has been for Presbyterian SeniorCare Network, it's not their first time trying a SaaS-based approach. Having been disappointed before, Malosh was careful in choosing a partner. She describes her experience with Inovalon as “tremendous,” stating, “Inovalon’s attentiveness – how they listened and really tried to understand what we were looking for and where we had pain points – was a tremendous experience. We felt like they were saying ‘We want to be a partner with you in solving your problems and helping you make improvements.’”

Since the beginning, Inovalon addressed each of Malosh’s questions and concerns, showing how the software actually works and making sure the organization understood how Schedule Management could meet their needs.

The results: a strong relationship, a powerful scheduling software, more engaged staff, and most importantly – happier residents who are now better served by a team who can focus more on their needs and less on where they’re supposed to be.





Enhance Your Staff Scheduling and Patient Care

Staff scheduling and engagement is one of the biggest challenges for providers across healthcare. But with the right tools, scheduling can be easier, allowing leaders to better support staff and nurses to better serve patients. Discover the power of Schedule Management.

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