

WHITE PAPER

Stop the Scheduling Spiral: A Smarter Way to Staff Senior Care

Scheduling chaos is draining your staff, your budget, and your time. In senior care settings, outdated scheduling processes not only fuel burnout, they accelerate turnover, inflate labor costs, and weaken team morale. This white paper explores how automated scheduling empowers senior care leaders to regain control, build more resilient teams, and boost their bottom line.

Learn how purpose-built scheduling software can help you create balanced schedules in minutes, reduce agency spend and overtime, and support staff with transparency and flexibility. Featuring insights from providers such as Providence Home and Community Care and Presbyterian SeniorCare Network, we reveal how smart scheduling can make an immediate impact.

The Problem: Chaos Is Costing You

Staffing a skilled nursing facility has always required precision, communication, and foresight. But today, as workforce shortages continue and care demands grow, outdated scheduling methods are making an already difficult job even harder.

Too often, Nursing Directors and unit leaders are left managing schedules through a patchwork of paper calendars, spreadsheets, sticky notes, and group texts. These manual processes are time-consuming, error-prone, and create ripple effects across your organization:



Leaders spend hours creating and revising schedules.



Missed shifts and costly last-minute agency fill-ins.



Inequitable workloads and poor shift distribution.



Rising overtime costs and team dissatisfaction.

Manual scheduling doesn't just waste time, it contributes directly to healthcare's turnover crisis. The average cost to replace a single bedside registered nurse is \$56,300.¹ For a typical senior care facility, that translates to annual losses between \$3.9 million and \$5.8 million depending on turnover rates.¹ Every 1% change in registered nurse turnover can cost or save an estimated \$262,500 per year.¹

1. "2024 NSI National Health Care Retention & RN Staffing Report", NSI Nursing Solutions, Inc., January 2024, https://www.nsinursingsolutions.com/Documents/Library/NSI_National_Health_Care_Retention_Report.pdf

The Solution: A Smarter Way to Schedule

[Inovalon's Schedule Management™](#) replaces spreadsheets and guesswork with a powerful solution built for the complexities of healthcare staffing. Accessible from their computer, tablet, or phone, it equips leaders to build fair, flexible, and fully informed schedules in just minutes.

What you get:

- Drag-and-drop and auto-scheduling tools that help you fill shifts quickly and eliminate gaps.
- 4.7/5 star top-rated mobile app² for shift visibility, swaps, and open-shift requests that can be managed anytime, anywhere.
- Smart scheduling that gives staff more visibility and ability to suggest changes or swap shifts.
- Live staffing dashboard that helps you rebalance schedules in real time and plan proactively.
- Executive reporting tools to see staffing coverage by departments, shifts, risk areas, and budget impacts.
- Built-in safeguards to ensure scheduling rules, credentialing, and policies are followed consistently.

Why it matters: time, budget, and culture

Time: Save hours every week.

Replace manual processes with a solution that cuts scheduling time from hours to minutes. Leaders can focus more on coaching teams offering mentorship, more time for training, and other development opportunities and less on filling shifts.

Finance: Cut labor waste.

Minimize premium labor costs by reducing agency usage, limiting avoidable overtime, and enforcing shift equity across teams.

Culture: Build stronger teams.

Give staff more transparency and input into their schedules, supporting equity and trust – key drivers of retention and morale.

“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”

— Lisa Malosh, Senior Director of Organizational Improvement,
Presbyterian SeniorCare Network

2. Internal customer support satisfaction reporting, Inovalon, August 2023



Many of our customers say their staff now have more time to connect with residents – whether it's joining them for lunch or participating in a game. That reclaimed time helps teams feel more present, engaged, and aligned with their purpose.

Built for Your World

Senior care settings are complex. While you're balancing staff scheduling across units, roles, or care sites, Inovalon adapts to your needs and scales with your organization. With our solution, you gain powerful capabilities to simplify and enhance every aspect of workforce scheduling. You can centralize staffing data across locations and departments to gain full visibility, and the best part is that it's available wherever you are.

The solution automatically flags overstaffing and understaffing with intuitive color-coded alerts, so adjustments can be made in real time. Smart shift matching and mass texting help you fill open shifts faster and avoid last-minute scrambling. You can also track call-offs, shift loads, and compliance metrics all in one place – improving planning and reducing risk. Flexible scheduling policies and guardrails make it easy to maintain fairness and consistency across the team. And when internal coverage isn't enough, Schedule Management enables instant connections with staffing agencies to fill critical gaps.

Plus, because the system is cloud-based, implementation is fast, support needs are minimal, and updates happen automatically – making it easier than ever to stay agile in a changing care environment.



“Switching to Inovalon for scheduling, time, and attendance was a no-brainer. We were able to take control with better scheduling, timecard, and payroll management.”

— Scott Armstrong, Director of Nursing,
Eastern Star Masonic Home



Why Now: The Cost of Waiting Is Rising

In today's world, delaying automation comes with a cost, but moving forward can unlock immediate, measurable results for your mission, your team, and the residents they serve.

Benefits of investing in change:

- Reduced labor costs, through smarter coverage and fewer incentives
- Faster, more efficient schedule creation and open shift management, freeing leaders to focus on coaching, not coordinating
- Fewer callouts and improved retention and engagement as staff gain more control over their schedules
- Improved patient care and compliance through balanced, consistent staffing and reduced burnout risk

The senior care and skilled nursing facility workforce is evolving fast. Staffing solutions must evolve with it. With Inovalon, the shift to automation is simple, fast, and proven.

[Just ask our customers.](#)

As a clinical leader, you're responsible not just for the schedule, but also the people behind it. From mentorship to training, to additional support, you need time back in your day to tend to the things that matter most. Automating scheduling is one of the most immediate, practical ways to do so, helping you support your clinical teams, reduce administrative complexity, and create more capacity for care.

“ We save our schedulers 15 hours of work when they prepare a 4-week schedule, and have the right people, in the right place, at the right time to serve our seniors”

— Lisa Malosh, Senior Director of Organizational Improvement,
Presbyterian SeniorCare Network

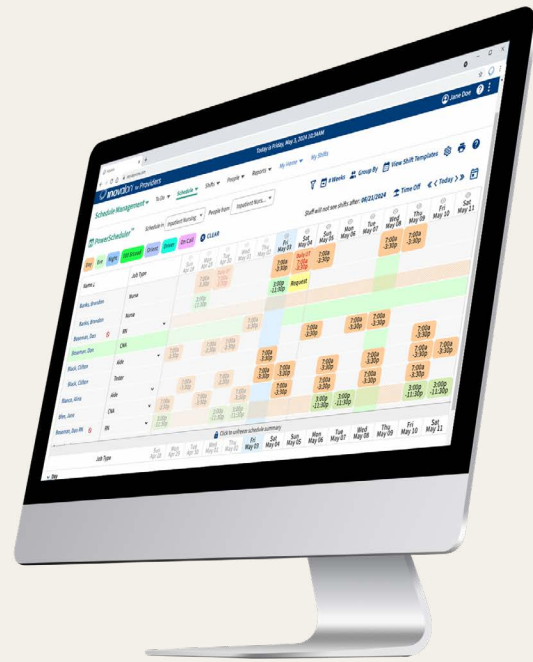
Ready to Recover More Revenue?

Let's Show You How

See how Inovalon helps hospitals and health systems simplify the revenue cycle from front-end intake to final payment.

Discover what simplified workflows, smarter automation, and real time insights can do for your bottom line.

[Request A Demo](#)



About us

Inovalon is a leading provider of cloud-based SaaS solutions empowering data-driven healthcare. The Inovalon ONE® Platform brings together national-scale connectivity, real-time primary source data access, and advanced analytics into a sophisticated cloud-based platform empowering improved outcomes and economics across the healthcare ecosystem. The company's analytics and capabilities are used by 50,000 active, licensed customers.

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