



WHITE PAPER

How Healthcare Scheduling Technology Transforms Workforce Scheduling and Staff Morale



“Schedule Management saved our schedulers 1.5 hours per day. This solution has allowed our schedulers, nurse managers, and frontline staff to spend more time on value-added work.”

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

Background

For many department leaders, scheduling is a complex balancing act. It requires aligning staff-to-patient ratios, understanding individual credentials and organizational needs, and carefully managing overtime – all while juggling competing priorities and limited time.

Creating a schedule that accounts for every variable, stays compliant, and supports staff well-being is a daunting task across healthcare organizations. Traditional processes often make this work harder than it needs to be.

With the right **healthcare scheduling technology**, it doesn't have to be. Innovative scheduling systems are transforming how schedules are created, shared, and updated, replacing tedious, manual workflows with a more collaborative approach that accommodates team needs and preferences.

Explore how modern scheduling technology helps healthcare organizations fill shifts more effectively, and how those improvements extend beyond the schedule itself: giving nurses and clinical staff the support they need, both on and off the clock.

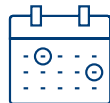
Faster, Easier Scheduling

With templated schedules, configurable hour-limit rules, and real-time visibility into shift gaps and changes, **healthcare scheduling technology** enables effective scheduling in minutes, not hours. visibility to shift gaps and changes with technology enables effective scheduling in minutes, not hours.

These tools take the guesswork out of filling shifts appropriately. They empower managers to make decisions with all the context they need, from qualifications to gaps in the schedule and even any upcoming PTO.



Quickly identify understaffed shifts, overstaffed shifts, and overtime risk with visual alerts.



Move easily between unit schedules and reassign qualified staff as needed with a system-wide view.



Simplify communication with team announcements through a phone app that replaces individual calls and texts.



“We dramatically decreased labor costs by close to a million dollars within the first year of product usage. Schedule Management at Summit Medical Group streamlines staffing, improves communication, contributes to greater efficiency, and ultimately produces more time for patient care.”

— Karen Graham,
Chief Operating
Officer, Summit
Medical Group

Quick, Simple Communications

When a no-show or last-minute schedule change occurs, one-by-one calls and texts aren't fast enough. Announcements sent to all qualified staff or agency workers can fill shifts far more efficiently. One-to-many text and email communications ensure the right people are looped in immediately, encourage collaboration, and are far less disruptive than a phone call on a day off.

Beyond immediate staffing needs, mobile app access allows staff to swap shifts and submit schedule change requests directly from their phones. Bringing all schedule-related communication into one place gives leaders confidence that each shift is properly staffed, while giving team members greater control over their schedules.

Reduced Overtime Costs and Employee Turnover

Filling shifts isn't just about coverage; it's also about preventing burnout. Healthcare schedulers must avoid overworking the same staff members, as excessive overtime quickly drives up labor costs and takes a toll on employee well-being.

Overtime creates a lose-lose situation, but **healthcare scheduling technology** such as Inovalon's Schedule Management™ solution helps organizations proactively address it.

Minimizing overtime extends well beyond the bottom line. Organizations solving for this are supporting safer patient and resident care conditions, improving work-life balance for employees, strengthening cross-department communication, and increasing engagement and retention.



Organization-wide visibility highlights available staff who are not at risk of overtime.



Configurable hourly limits provide flexibility for different roles and responsibilities.



Instant schedule updates notify staff when changes occur, keeping everyone aligned.



“We saw an immediate increase of 12% of our staff picking up vacant shifts within one week of implementation, which translates to not using as many external agency resources. The ability to coordinate and see what’s going on across a whole organization definitely has its benefit and cost savings, but also makes our staff happier.”

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

Increased Flexibility

Paper-based scheduling limits staff to a single way of viewing their schedule: wherever it’s posted. Modern scheduling software removes that constraint, giving staff access whenever and wherever they need it:

1. Schedules are accessible at work, at home, or on the go via smartphone, tablet, or computer.
2. Calendar syncing connects assigned shifts with personal calendars for a complete weekly view.
3. Messaging and shift swap requests support communication during personal emergencies, helping resolve callouts faster.

At-a-Glance License and Credential Visibility

One of the most complex aspects of healthcare scheduling is accounting for licenses and credentials. Managers must ensure clinical staff are properly certified and matched to appropriate openings, adding another layer of risk and complexity.

Inovalon’s **Credential Management™** software was designed specifically for healthcare requirements, ensuring licenses and credentials are considered during scheduling, to support compliance while reducing rework and last-minute schedule adjustments.

Continuous Innovation, Driven by Data

Healthcare scheduling technology doesn’t just support daily operations; it also reveals valuable insights into workforce trends. Inovalon’s scheduling software reports on organizational workflow patterns, while adding on Inovalon’s **Workforce Intelligence™** dashboards can provide visibility into:

- Staff seniority
- Recent call-offs
- Workforce budgets and labor spending
- Credential expiration timelines



“In my 4+ years that I have been involved with the team, I have been impressed by the partnership and collaboration on ways to further enhance the software we use.”

— Michelle Spurlock,
System Chief Nursing
Officer, **Acadia**

Easy Implementation and Maintenance

Modern software eliminates the need for hardware investments and ongoing maintenance. Getting started requires only implementation and training, with updates and system support handled for you.

With minimal disruption, teams can transition from frustrating, manual scheduling workflows to more collaborative and efficient processes. Throughout the journey, customer success teams provide ongoing technical support and additional training as needed.



See the Technology in Action

Simplified scheduling allows teams to focus on what matters most: patients. By adopting efficient staffing practices powered by advanced, easy-to-use scheduling technology, you can improve outcomes for both staff and the community your organization serves.

[Request a Demo](#)

About us

Inovalon is a leading provider of data and 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 over 50,000 active, licensed customers.

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