



Accushield® | flex

**Better Quality of Patient Care
and 10X ROI**

Flex reduces **Schlegel Village's** agency and overtime spend by increasing shift fulfillment of internal staff to 80%

CASE STUDY

Flex for Schlegel Villages



The Challenge

Schlegel Villages is a long-term and senior care provider with 5,000 employees across 19 facilities in Southern Ontario. The organization struggled to fill shifts due to the labor shortage in the senior living industry. Management staff regularly dedicated 50-50% of their time to shift callouts.

To address staffing shortages, the organization relied on overtime hours and third-party agencies. Schlegel Villages needed to optimize their staffing solution as the labour shortage was expected to increase -- that's when they turned to Flex to optimize their staffing approach.

The Solution

The Flex platform was launched at five Schlegel Villages facilities after a 2-3 week implementation period. The platform led to clear operational improvements, with more shifts fulfilled by internal staff, with less overtime, less reliance on agencies, and more effective use of management time.

In April 2020, in the midst of the pandemic's first wave, Schlegel Villages expanded the implementation to all facilities. Despite the added pressure, management was confident the time investment for implementation was worthwhile.

The remaining facilities showed the same improvements. After 12 months, shift fulfillment by internal staff reached 70-80% overall. After 15 months, the organization had realized a 10x return on investment in Flex.

The platform has become an indispensable and effective part of the daily staffing routine for everyone at Schlegel Villages.



Results

Before Flex

30 to 60 mins per shift
Wasted admin time

only 40-50%
Low shift fulfillment
rate on open shifts

After Flex

30 seconds to post
and accept
Minimal administration

90%+
High shift fulfillment rate
on open shifts

The screenshot displays a user interface for shift scheduling. It is organized by date, starting with Wednesday, February 1, 2023. Under this date, Shift #19 is shown as 'In Progress' with a status of 'Dedicated' and assigned to 'Joey K', a Registered Nurse. The shift time is Wednesday, Feb 1 at 06:00 pm - 6:00 am, and the agency is 'Accushield'. The next date is Thursday, February 2, 2023. Shift #20 is 'Accepted' and assigned to 'Annette S.', a Registered Nurse, for Thursday, February 2 at 9:00 am - 3:00 pm, also with 'Accushield' as the agency. Shift #21 is an 'Open Shift' for a Registered Nurse, with a green 'Open' button. Shift #22 is another 'Open Shift' for a Registered Nurse, also with a green 'Open' button. Shift #23 is 'Requested' and assigned to 'Renata Lee', an Agency Personal Support Worker, with a red 'Requested' button. An inset image in the bottom right shows a smiling woman with curly hair sitting at a desk with a laptop.

Testimonials

"Flex is now just a part of our everyday life. By reducing the scheduling burden on our Director of Nursing Care staff, their overall role satisfaction has improved and we're delivering better resident care. In just 30 days after launch, Flex helped us ensure appropriate staffing for each of our 19 villages, and let our nursing teams focus on clinical care."

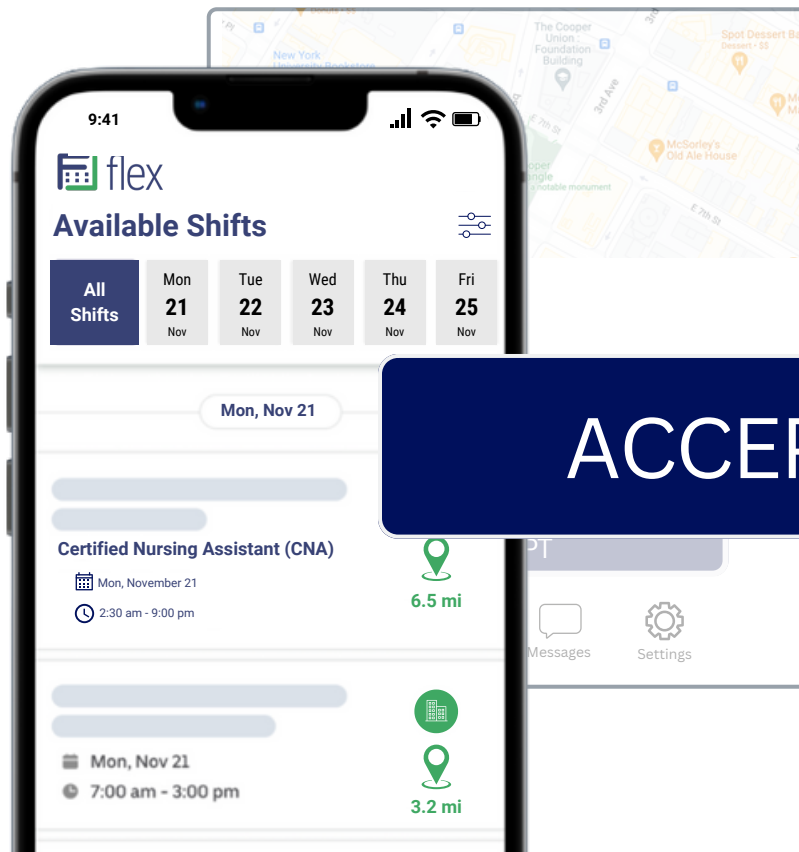
Rose Lamb, SVP Operations

"Beyond helping us fill open shifts, we were able to use Flex as a recruitment tool for our part-time and casual staff. Prospective applicants can see every open shift across our Villages, giving them the flexibility to choose the shifts that suit them best.."

Christy Parsons, VP of People

"The platform helped us decrease our agency use. When all shifts are worked by our own team members, we're able to provide care to our highest standard."

Cindy Awde, GM, Schlegal Villages





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