

Tune In Before They Tune Out

Workforce Challenges and Opportunities in Post Acute and Senior Living



The mission for providers is loud and clear: deliver quality care at a sustainable cost while keeping residents satisfied.

Managing labor productivity, costs, and engagement can help get you on the right frequency, but is your organization doing enough?

Here's what industry executives say about their workforce management challenges and what they're doing — or not doing — to address them.¹

TOP WORKFORCE MANAGEMENT CHALLENGES

68% Recruiting and retaining talented staff

Given that one million nurses will reach retirement age in the next 10 to 15 years,² it's not surprising that finding and keeping qualified talent is a top priority for providers.

37% Scheduling/aligning staff requirements with business needs

Accurate forecasting, flexible scheduling, and license/certification tracking help minimize overstaffing and understaffing that can impact costs, care, and compliance.

52% Controlling labor costs, such as overtime

Labor is one of a facility's largest but most controllable operating expense, so managing workforce costs can go a long way toward boosting the bottom line.

33% Engaging employees

As providers face an annual turnover rate of 65% for CNAs and 47% for licensed nurses,³ a greater focus on employee engagement can help improve retention and care.

WHAT WOULD HELP?

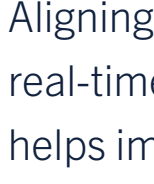
50%



A streamlined onboarding process

Because more than 40% of turnover happens within the first month,⁴ streamlined onboarding is critical to help new hires feel welcome and become effective contributors quickly.

38%



Flexible scheduling options

Aligning staffing to demand with AI-powered forecasting, real-time coverage visibility, and collaborative self-scheduling helps improve engagement, compliance, and quality of care.

35%



Employee self-service options

Empower employees to check timesheets, pay stubs, and accruals; submit availability; and request time off, open shifts, and shift swaps — from any device — for optimal flexibility and convenience.

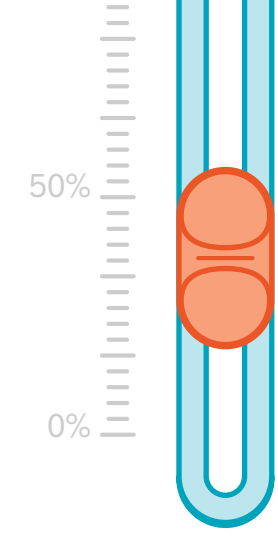
27%



Visibility into labor data and overtime

Configurable real-time dashboards make it easy to track metrics, identify scheduling issues, and know when hiring an additional employee will help avoid overtime.

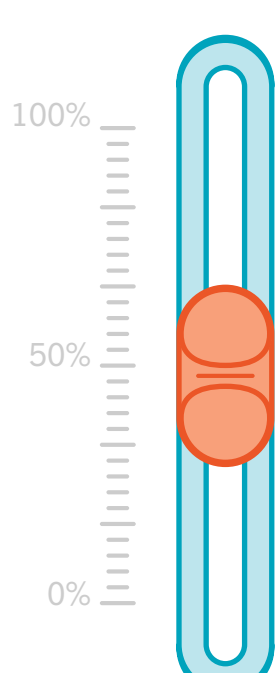
AN OPPORTUNITY REVEALED



Satisfaction with workforce management solution

38% see significant room for improvement

Hmm ... could this be causing some interference?



What's being done to solve key challenges?

48% have no plans for system functionality upgrades

What?!? Sounds like a chance to improve your reception!

With nearly half of providers stuck in the status quo, now is the time to invest in workforce management and turn up the volume on quality, cost-effective care that satisfies residents and helps achieve a five-star quality rating.

Amplify your people power with Kronos

Kronos® for Post Acute and Senior Living helps providers of all sizes attract, engage, and retain a passionate and productive workforce to drive delivery of value-based care and high resident satisfaction.

To learn more, visit kronos.com/ltc



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SOURCES

¹ Gatepoint Research, Workforce Management Strategies in Post Acute and Senior Living Survey, August-September 2019.

² American Association of Colleges of Nursing, "Fact Sheet: Nursing Shortage" (April 2019), at 2.

³ Roscoe Nicholson, "Why Turnover in Nursing Home Staff Matters," Mather Institute (March 5, 2014), found at <https://www.matherinstitute.com/2014/03/05/why-turnover-in-nursing-home-staff-matters>.

⁴ Stephanie Voza, "What to Do During Your Employees' First Week to Avoid Losing Them," Fast Company (May 9, 2016), found at <https://www.fastcompany.com/3059585/what-to-do-during-your-employees-first-week-to-avoid-losing-them>.