

Case Study

Long Term Care



Client: Non-profit long term care provider

Size: Two facilities, staffing approximately 200 employees at each location

Project: EmLogis was secured to review 30% of their total staff at one of the facilities. This analysis encompassed multiple units. The objective was to enable a higher level of efficiency within the existing operations. At the same time, the focus was to maintain the client's reputation of providing quality care.

Detailed Objectives

- Realize labor efficiencies in the form of overtime reduction and cost control.
- Create a process to reduce the complexity of staffing and scheduling for the In Home Assistance (IHA) unit.
- Reduce the administrative burden in creating a work schedule.
- Maintain and uncompromised level of excellence,

Methodology

EmLogis Generator™ and *Workforce Deployment Methodology™* were utilized in the analytical phase of the project. Historical patient census information, employee information, any limitations on employee availability for work along with current labor schedules were used as a starting database.

The first unit in the facility provided general care services 24 hours a day on a predictable basis.

The second unit, IHA, delivered caregivers for variable lengths of time (1-24 hours/day) on an "as needed" basis.

Findings

The following points were revealed from the initial staffing model:

- General Care Facility - The current ability to meet the demand for caregivers is constrained by workforce availability. This limitation results in a 16% inefficiency.

Summary of Results

- 20+% savings in payroll is possible by reducing overtime and using caregivers more efficiently.
- Potential to share caregivers between teams by creating a combined staffing model.
- 100% of fulfillment of resident-care service requirements.
- Potential for up to \$600,000 of annualized savings.



CONTACT US

9800 Richmond Suite 235
Houston, Texas 77042

Phone: 713-785-0960
Toll-Free: 877-523-5896
Fax: 713-785-0986
www.emlogis.com



- IHA – A 10% cost reduction will be realized by:
 - Reviewing the workforce availability
 - Creating a pool to handle the extreme variability in demand for caregivers.
- Shared Caregivers – A substantial reduction in overtime costs will result from scheduling both units together. Combining both units into a single staffing model provides both managers with a clear view on all staff.

Impact

Payroll will be reduced by at least 20% and efficiency increased across the facility.

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