

**Demand More**  
with Attendance on Demand



## Long Term Care Facility Savings through Labor Management

For a Northwest continuing care retirement community, processing payroll for its 600 employees once took four full days, twice every month. Scheduling for the 24-hour operation with multiple shifts was done manually using a spreadsheet posted on 11x17 inch paper. Tracking overtime, on-call shifts, and paid time off (PTO) for full-time, part-time staff was also a problem. Now, Attendance on Demand automatically schedules, tracks, and reports labor information resulting in annualized savings of an estimated \$40,000–\$50,000 and helped reduce staff by one full-time equivalent. The facility is now able to focus on its mission of providing residents, staff, and family members with high quality care services.



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### About the Long Term Care Facility

The facility is a not-for-profit, retirement community offering independent living, assisted living, adult day care, skilled nursing services, and Medicare and Medicaid Home Health services. The facility is a leader in providing services for the evolving needs of older adults. Licensed caregivers include Certified Nursing Assistants (CNA's), Licensed Practical Nurses (LPN's), Registered Nurses (RN's), and Physical, Occupational, and Speech Therapists. Other employees include housekeepers, administrative, maintenance, accountants, culinary, marketing, and human resources. The facility serves over 700 residents and gives individualized attention so that residents, family members, and friends have the peace of mind that comes from a trusted care organization.

### Manual Scheduling

Their challenges included: scheduling skilled labor across multiple community locations, tracking time for hourly and salaried employees, accurately processing payroll, and creating reports.

Scheduling RNs, LPNs, and CNAs for the 24-hour operation with three shifts daily was done manually using several 11 x 17 sheets paper taped together and posted at the nurse's station. Changes or corrections were hand-written making the schedule difficult to decipher. It was often impossible to match the schedules with the actual time reported on the paper punch cards.

The facility also scheduled employees in maintenance, laundry, culinary, administration and other departments with a range of differing time and record keeping requirements.

### Paper Punch Cards

Overtime tracking, on-call shifts, and PTO for full-time, part-time staff were additional timekeeping obstacles. Paper punch cards were manually tabulated at the close of the pay period. Excessive or unauthorized overtime was sometimes identified after the fact. Pay for on-call shifts was calculated by hand often resulting in errors and inaccuracies. The facility tried an automated timekeeping system but met with limited success due to the inability to customize shift types and generate reports that detailed employee hours down by rates of pay.



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Payroll processing for its 600 employees once took almost four full days, two times every month. Departmental timekeepers manually calculated the period totals and then transferred it to Payroll which used an outdated payroll system. Reports from the payroll system were edited to track paid time off benefits and that information was sent back to the timekeepers in each department and HR.

### Record Keeping Challenges

Timely response to wage and hour inquiries and worker's compensation claims presented challenges in finding the proper paper documentation and required hours of paperwork. Once located, the documents were scanned electronically and faxed to the requesting department or agency. This labor intensive process was inefficient and burdensome to the payroll and HR office.

### New Streamlined and Automated Processes

The long term care facility updated its payroll system and then, turned to the experts at Time Equipment Company (Bellevue, WA) for a total solution. Time Equipment suggested Attendance on Demand, the industry-leading online time and attendance service that automates scheduling and labor management.

Attendance on Demand tracks labor and wage data securely over the web and streamlines processes that were once manually intensive. Employees punch in and out and Attendance on Demand makes the appropriate calculations, tracks exceptions to schedule such as missed punches or tardies, and automatically applies pay rules. Customized shift types were created to accommodate the day, evening, night, and swing shifts of the 24-hour operations.

Now, the facility is able to identify employee attendance issues proactively. If employees have questions about their paycheck, the payroll department no longer has to scramble. They simply pull up the employee time sheet for comparison.

### Improved Methods

The facility gained scheduling improvements using the Attendance on Demand schedule patterns features. Employees who work a predictable and repeating schedule are assigned a schedule pattern. The pattern populates their schedules automatically into the future reducing the effort for managers and schedulers. Holidays are preprogrammed into the Attendance on Demand schedules.

Real time reports allowed managers and timekeepers to review up-to-the minute period totals. Potential overtime hours are identified in advance and authorized only when necessary for proper coverage and resident care.



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Custom reports, needed to comply with their third-party worker's compensation agencies or random audits by the Washington State Department of Labor and Industry, were created by the team at Time Equipment Company. The reports can now be generated with the click of a mouse. The facility can easily run reports and create protected PDF documents to email the information directly to the appropriate department or third-party agency.

### Dramatic Savings

All told, the facility has reduced the number of hours required to manage the schedules of its 600 employees by one full-time equivalent. It has achieved an estimated annualized savings of \$40,000–\$50,000 through streamlined payroll processes that reduced the four-day process to a matter of hours. In addition, the facility has immediate and real time access to the reporting information it needs in the formats it requires.

### About Attendance on Demand, Inc.

Attendance on Demand supports the labor management needs of thousands of companies and more than a half million employees across North America. Launched in 2006, Attendance on Demand is a rapidly deployed, cloud-based solution that minimizes a company's risk and technology investment while providing advanced features for securely managing labor data—calculating pay rules, scheduling employees, budgeting labor, and automating recordkeeping for labor law compliance. With standard uptime over the industry average of 99.995% and above average customer retention rates, Attendance on Demand removes the worry of maintaining expensive infrastructure. An extensive North American distribution network helps organizations use Attendance on Demand to reduce labor expenses and improve decision making.



To find out how Attendance on Demand can help your organization, call 800-465-9980 or visit [www.attendanceondemand.com](http://www.attendanceondemand.com)