



utilizing **FLEXIBLE WORKERS**

Identify areas of strategic opportunity to utilize flexible workers at your facility.



Stabilize a Staffing Crisis

- How many staff have you lost in the last 30-60-90 days?
- How much money are you spending monthly/quarterly in recruitment bonuses?
- What percent turnover are you experiencing (aides and nurses)?
- How many shifts per week go unfilled?
- How often are you fielding resident complaints about issues related to short staffing?



Prevent a Burnout Crisis

- Who are you most worried about losing due to burnout (top three)?
- What percent overtime are you currently running? Is this number trending up?
- How often are you needing to guilt your staff into picking up? Sometimes? Always? Never?
- Is your staffing model able to accommodate illnesses, FMLA, and PTO requests?
- How often are you needing to add a critical shift bonus for your staff to pick up?



Maximize a Revenue Opportunity

- In the last 30-60-90 days have you had to turn down an admission?
- Is there a need in the community - such as dialysis or memory care - that you could meet if you could (re)open that wing?
- How does your team react to Friday afternoon admissions? Does your weekend team respond negatively?
- Our current census is _____% but ideally - with enough staff - it could be _____%.



Re-Engage with HCPs

- Are there any employees you lost in the last six months because you could not accommodate their schedule?
- On a scale of 1-10, how would you rate your scheduler's ability to accommodate special scheduling requests of long-term employees?
- In the last 90 days, have you been unable to hire an HCP because you could not accommodate their schedule?