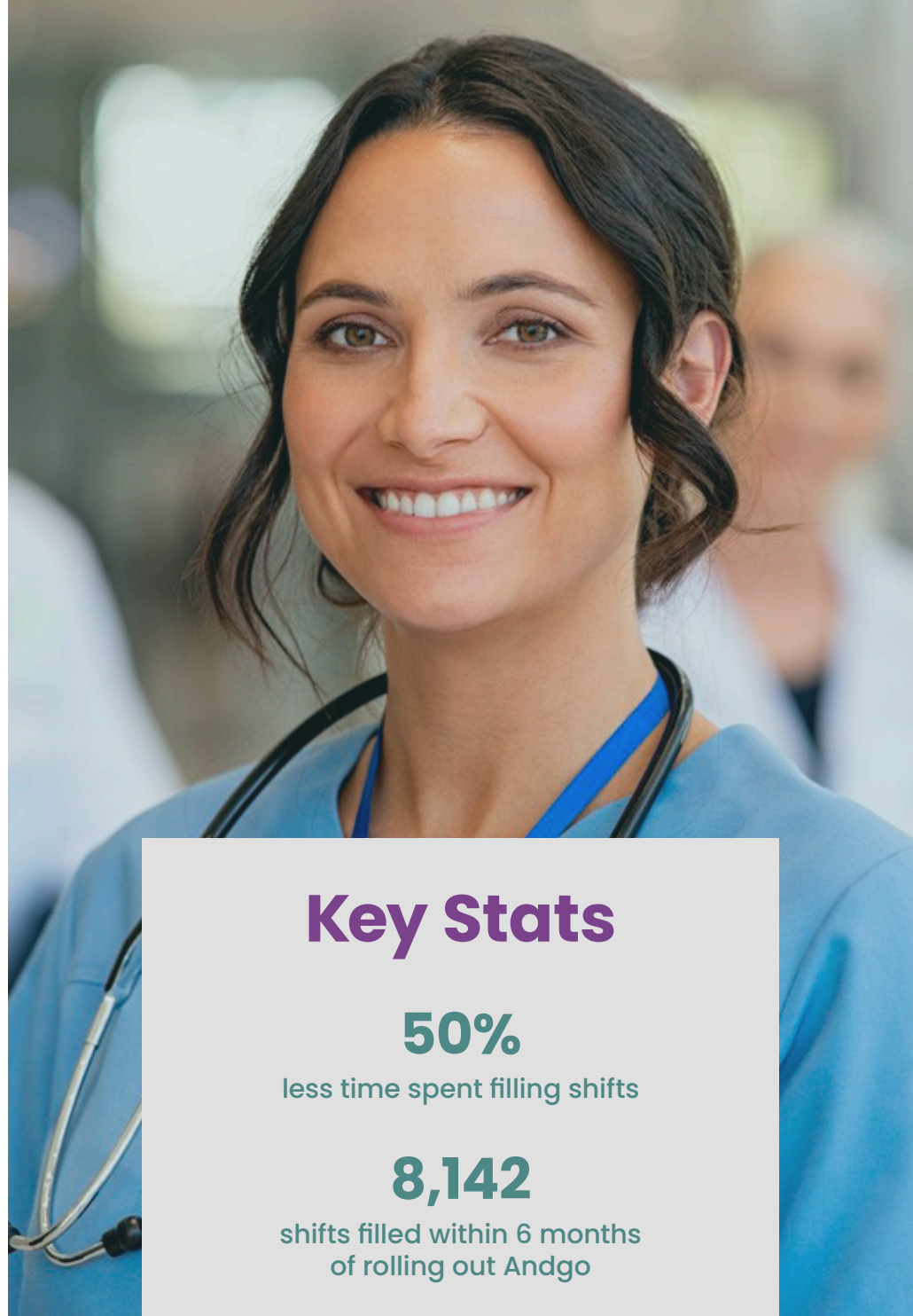




How a Leading Minnesota Healthcare System Reduced Shift-Filling Time by 50% with Andgo

By automating staffing processes with Andgo, the healthcare system realized \$7 million in annual savings, improved shift coverage, and reduced hospital staff burnout.



Key Stats

50%

less time spent filling shifts

8,142

shifts filled within 6 months of rolling out Andgo

\$5.3 million

in annual premium labor savings

\$1.8 million

in annual operational savings

\$7.60

saved for every dollar spent on Andgo

Executive Summary

Partner:

A Leading Minnesota Healthcare System

Industry:

Non-Profit Healthcare/Hospital

Interviewee Role:

Scheduler



Key Results

+ Increased Efficiency:

50% less time spent filling shifts, allowing scheduling staff to focus on strategic work.

+ Improved Shift Coverage:

8,142 shifts filled in just 6 months.

+ Operational Savings:

\$1.8 million in annual savings.

+ Reduced Premium Labor:

\$5.3 million in annual savings.

+ Happier Schedulers:

Reduced burnout and stress with a shift from reactive to proactive staffing.

+ Better Patient Care:

Improved nurse morale and patient outcomes by ensuring fully staffed floors.

+ Impressive ROI:

For every dollar spent on Andgo, the healthcare system saved \$7.60 in labor costs and operational efficiencies.



Managing a Complex Staffing Puzzle

This leading Minnesota healthcare system operates 142 healthcare facilities, including 10 hospitals, across Minnesota. The organization is dedicated to helping people live longer, healthier lives through education and high-quality care, but an emphasis on supporting community, providing affordable care, and embracing diversity sets it apart.

While the organization's staffing team is often invisible to patients, they're critical to effective patient care. "If a patient needs an ICU room after an accident, we make sure the unit has the right staff to provide care," says a scheduler who works for the healthcare system. "We're constantly evaluating where beds are open across all of our hospitals and matching staff resources with patient needs."

Hospital staffing is complex, requiring constant planning. "If we have to recruit, we start weeks in advance," the scheduler says. "If a charge nurse has questions or needs a specific skill on their team, I'm their go-to person. I help them think outside the box to fill staffing gaps."



Challenges

High Stakes, High Stress

Unfortunately, staffing shortages, shift-filling inefficiencies, and high labor costs are common healthcare challenges and this healthcare organization is not immune. Despite the staffing team's best efforts, these challenges led to bigger issues like:

- **Frequent unfilled shifts** due to last-minute call-outs and unpredictable staffing needs.
- **Lost productivity** with excessive amounts of time spent paging and calling staff.
- **Staff burnout and morale issues** due to heavy workloads for schedulers and nurses.
- **High labor costs** related to a heavy reliance on overtime pay and contract staff.

Manual paging was a time-consuming, ineffective process for the teams. "If I needed an ICU nurse, I paged my ICU nurses and told them I had a shortage," the scheduler says. "Then I had to page to the float pool. So instead of one page, I was sending two — just to fill one need."

It was also difficult to get staff to pick up critical shifts. The paging system had a feature that allowed schedulers to flag a shift as "critical," but instead of attracting workers, it had the opposite effect. "If you know we're going to be critically short in the Emergency Department at 11:00 p.m., are you really going to pick up?," asks the scheduler. "No, because you know you're going to have a horrible shift."

Overstaffing was a problem, too. "If you're 20-plus nurses over, you have to get rid of them. You don't have a lot of time sometimes to go and do that," the scheduler says.

All of this created a lot of stress for schedulers. After all, in a hospital, staffing decisions come with high stakes. They can impact availability and quality of care — two factors the healthcare system cares about deeply.



"It's a big puzzle you have to figure out."

Scheduler at a leading Minnesota healthcare system





“Anything that cuts down on the time I spend paging so I can focus on filling shortages is a benefit.”

Scheduler at a leading Minnesota healthcare system

Solutions & Results

A Strategic Approach to Staffing

In September 2023, the organization implemented two Andgo solutions: Quick Dial for [IVR Absence Reporting](#) and Smart Call for [Automated Shift Filling](#). This allowed its scheduling team to rework the absence reporting process by having employees call a designated number and self-select the reason for their absence. This triggered an automated process that updated the schedule in real-time and notified the scheduling team of the reported absence.

When an absence is recorded, Andgo auto-generates a replacement call list and notifies eligible staff that a shift is available. Then, the schedulers review the resulting applications and award the open shift to the most eligible employee.

“If they ask me to bring in 20 support staff for the next morning at 7:00 a.m., but I only have 10 scheduled, I can push out 10 open shifts and know the system will handle it,” the scheduler says. “Then I just have to come in the next morning and approve it.”

In June 2024, the organization added Andgo’s [Broadcast Communications](#) software, Inform, to its tech stack. This allowed schedulers to start creating and sending targeted messages across the organization. Message delivery can be based on pre-defined schedules, ensuring timely and consistent communication is sent to a targeted list of employees.





More Than Just Filled Shifts

By automating the absence reporting and shift-filling processes, the scheduler has transformed her role into something that's much more manageable and much less stressful.

"Schedulers have to be done staffing by a certain time, and when you come up against a time crunch, it's very stressful," she says. "The old shift filling system wasn't efficient because the more pages we sent out for a specific shift, the more sick calls came in. No one wants to work in a unit that's short-staffed."

The new automated scheduling system reduced excessive notifications by sending fewer, more targeted shift requests, resulting in better shift fill rates. As more and more shifts were filled, staff stress levels went down. This increased capacity and led to a higher quality of patient care.

Before Superbowl Sunday (a peak sick-call period), the healthcare system was able to fill shifts ahead of time. "I can finally be proactive about staffing instead of reactive," the scheduler says. "We're filling shifts four to seven days in advance."

The scheduler says the difference is "night and day." Being able to approve shifts quickly and without inundating workers with constant paging has fundamentally changed her workday. Now she's reduced the time spent filling shifts by 50%, which allows her to focus on more strategic work.



Don't let unfilled shifts slow you down. Talk to a staffing expert and see how Andgo can speed up your staffing process.

[Contact us today](#)