



WELCOME

MASTERING HOME CARE SCHEDULING



OLVIA JONES



**EXECUTIVE
VICE PRESIDENT
CARE ADVANTAGE**

24 years experience,
has occupied
"all seats" in branch
level ecosystem.

Specialist in Medicaid,
VA, LTC and private
duty, caregiver retention.



BESS MUFFLEY



**DIRECTOR
OF CLIENT SERVICES
CAPITAL CITY NURSES**

15 years experience,
spearheads operations
for private duty.

Created, implemented
and oversees
centralized staffing
department.



IMPROVED CONTINUITY
= BETTER OUTCOMES FOR CLIENTS



INCREASED CAREGIVER RETENTION
= IMPROVED UTILIZATION OF STAFF



CLIENT AND CAREGIVER SATISFACTION

- HELPS ESTABLISH BETTER REPUTATION FROM PROVIDER & EMPLOYER PERSPECTIVES
- GARNERS POSITIVE WORD OF MOUTH & REVIEWS; GENERATES MORE BUSINESS)



INCREASED SCHEDULE FULFILLMENT
= MORE PROFITABILITY



THE 5 SECRETS

TO MASTERING HOME CARE SCHEDULING

SECRET I

{ HIRE THE RIGHT PERSON – COMPETENCIES }

- CORE COMPETENCIES ARE NON-NEGOTIABLE
- ABILITY TO “SELL” THE SHIFT
- CONNECTION WITH PEOPLE/BUILD RELATIONSHIPS
- ADAPTABILITY
- ONGOING TRAINING AND DEVELOPMENT



SECRET II

{ DEVELOP A STAFFING PROCESS }

- SIMPLIFY AND STREAMLINE A COMPLEX PUZZLE
- SOLUTIONS TO COMMON STAFFING CHALLENGES
- TOOLS OF ENABLEMENT



SECRET III

{ HAVE A GREAT SCHEDULING SYSTEM }

- EFFICIENCIES THROUGH TECHNOLOGY
- EMPOWER CAREGIVERS/IMPROVED UTILIZATION
- SELF-SERVICE OPTIONS
- ACCESS TO INFORMATION – SATISFACTION DRIVER



SECRET IV

{CLIENT & CAREGIVER COMPATABILITY}

- MANAGE EXPECTATIONS FROM DAY ONE
- INFORMATION AT FINGERTIPS
- THOUGHTFUL PROCESS – BETTER FOR CLIENT & CARE
- HCP TOOL (CLIENT CAREGIVER EVALUATION GUIDE)



SECRET V

{INCENTIVIZE SCHEDULERS}

- CONSISTENT AND FREQUENT KPI REVIEWS
- REWARD THOSE WHO MEET OR EXCEED KPI'S
- CLIENT & CAREGIVER SATISFACTION
- BILLABLE HOURS/FULFILLMENT





Q&A