



Managing Overtime Costs During a Pandemic

smartlinx

SENIOR CARE: STATE OF THE MARKET 2020-2021

Overview

The nursing shortage prior to the COVID-19 pandemic is now being felt across healthcare but even more acutely by the senior care industry. This is driving many organizations to focus on creating operational efficiencies through technology adoption, especially in the areas of staffing, scheduling, and reducing overtime expenses. The COVID-19 pandemic has increased the adoption of workforce management software that accelerates workflows and streamlines operations in new ways to meet this overarching need.

Conclusions

- Digital transformation via workforce management automation is the key to solving staffing challenges for management and personnel, as well as achieving safety and operational efficiencies in the COVID economy.
- Adopting software that tracks and orchestrates time and attendance, scheduling, and payroll via cloud-delivered, mobile solution is the preferred model.
- National and regional long-term care operators recommend purpose-built workforce management technology from their direct experience.

Healthcare Under Pressure

Healthcare providers are experiencing unprecedented levels of disruption. In fact, 63% of providers have faced severe disruptions due to various reasons, including internal organization changes, cost pressures, regulation and compliance, funding, or shifting consumer demands. With all the changes in the healthcare industry writ large, only technologically “fit” organizations are positioned to thrive. According to Gartner, only 22% of healthcare organizations are considered “fit” —nearly double that number— 41% are considered “fragile,” or vulnerable to market shifts or technology disruption.



63%
**OF PROVIDERS HAVE
FACED SEVERE DISRUPTIONS**

CIOs and IT leaders should adopt a “digital-health-first” mindset. The best healthcare companies are responding to disruption with digital and innovation initiatives that enable new business models, address the challenges of increasing demand, and escalating costs.

The COVID-19 pandemic has impacted the revenue and business operations of healthcare and life science organizations. The volatility brought in by the novel coronavirus (COVID-19) pandemic is challenging the current operating and business models across the healthcare industry.

Senior Care is Ripe for Digital Transformation

Managing a senior care facility presents a combination of challenges for all levels of staff. These challenges will only escalate in the coming years. Not only are lifespans getting longer in many cases, but also the United States is now facing the surging demands of the 1945-1961 baby boomers, a time when the greatest number of children were born in US history. With those individuals born during this time ranging in age from 59-75, there are approximately 67 million people over the age of 60 who currently need or will need care. This care ranges from community or assisted living to post-acute and in-home care. Another 65 million Americans will turn 65 in the next two decades. In fact, 10,000 baby boomers in the US turn 65 every day. Baby Boomers are reaching senior citizen status in record numbers with, the number of senior Americans



75%

OF AMERICANS OVER 65 LIVE
WITH MULTIPLE CHRONIC
HEALTH CONDITIONS

projected to more than double from 46 million today to over 98 million by 2060. Sadly, 75 percent of Americans over 65 live with multiple chronic health conditions, ranging from diabetes to dementia.

This record-high percentage of seniors represents a massive opportunity for long-term operators to care for them. But it also means there will also be an immense strain and pressure to keep up with demand.

In the assisted living model, seniors must make enormous life changes as they embrace a new concept of “home.” A formidable challenge confronting this social model is the need to synchronize care, where certain aspects of daily life, such as meals, activities, and transportation, must run on a more-or-less fixed schedule.

Synchronized care requires the synchronized scheduling and orchestration of highly qualified staff into a caring and dedicated, yet efficient workforce.

Senior Care Industry Challenges

Below are several challenges that assisted living must solve to remain viable and profitable in an industry that the majority of American citizens will rely on at some point in their lives.

Knowing When to Grow

For senior and assisted care facilities, planning for this boom in the elderly population will require good data and strategic planning—expand too early and lose money from low occupancy rates; expand too late and fall behind your competition. Expand too slowly and lose market share. Expand too fast and risk falling quality of service. Strategic planning will require facilities to track both internal and external trends so they can make more informed decisions on where to build their next facilities when to break ground, and how much capacity they should have.

More Facilities Need More Staff

With an expanding population of elderly individuals

comes an increasing demand for staff. Whether it's activities staff, nursing team, or finance department, each organization isn't the only one expanding, and can expect the competition for staff to intensify.

To exacerbate this challenge, many skilled nursing and assisted living facilities were short-staffed before the coronavirus pandemic hit. Now it's even harder to recruit and retain nurses needed to care for residents and stop the infection from spreading. "Seventy-five percent of all nursing homes did not meet the professional staffing standards that experts believed they should have before the virus hit," said Charlene Harrington, emeritus professor of nursing and sociology at the University of California, San Francisco, who studies long-term care staffing. "So that made them very vulnerable."

"We estimate that about 44% of direct care workers live in or near poverty," said Robert Espinoza, vice president of policy at PHI, a New York City-based organization that works to improve direct care jobs. All types of nurses earn less in post-acute and long-term care facilities than in hospitals, and low-paid nurse aides can struggle to afford rent and childcare. The average nurse aide earns about \$13 an hour in a skilled nursing or assisted living facility, according to the U.S. Bureau of Labor Statistics



44%
**OF DIRECT CARE WORKERS
LIVE IN OR ARE NEAR POVERTY**

The nursing shortage in the US adds to the growing problem of how to provide the appropriate level of care for senior citizens who need skilled nursing services. Experts predict that by 2050, there will be 15 million seniors who need long-term care.

As such, Registered Nursing is listed among the top occupations in terms of job growth through 2029. The RN workforce is expected to grow 7% this decade. The US Bureau of Labor also projects nearly 176,000 openings for RNs each year through 2029. But then, as now, the competition for the best staff will be fierce.

In total, the industry will have to attract more than 1.2 million additional employees by 2025, according to Argentum's new report, "Getting to 2025: A Senior Living Roadmap." The report, which was produced with input from hundreds of top senior living executives, thought leaders, advocates, and policy experts, analyzes the current landscape of senior living care, as well as provides a 10-year industry outlook.

"Anything we can do to encourage people to come into the industry, and stay in the industry, will be critical going forward," Argentum President and CEO James Balda told Senior Housing News.

Retaining Senior Care & Back Office Staff

For senior care facilities, this will likely be one of the biggest challenges over the next decade. Nearly every front-and-back office role in every long-term care facility is facing a talent crisis. Pair this with intense levels of competition for nursing staff and increasing expectations from workers, and it becomes harder and harder to retain and recruit the right people. No one can afford to have disgruntled or demotivated staff.

Maintaining an "employer of choice" brand status will be a necessity for facilities. Providing ample benefits, staff-friendly, efficient schedules, competitive pay, and user-friendly technology can help keep nurses and others in charge of care happy and productive. For the back-office staff, automation and integration can reduce headaches for those in management positions, orchestrating payroll, benefits, staff coverage,

overtime, and the like. Microsoft estimates that 21 hours are wasted on obsolete technology and business processes.

Workforce management automation can provide management with more time to focus on strategic decision making, helping to drive current and future growth and profitability without “growing pains.”

In order to succeed in creating an adequate workforce by 2025, the senior living industry must make senior living working environments and career paths attractive to future workers, an Argentum report says. What may help is establishing credentials to heighten the status of a profession and partnering with institutions of higher education to encourage them to promote and expand programs and certifications in senior housing management.

Driving Operational Efficiency

In addition to workforce development, Argentum identified four other key issues it believes the senior living industry will face over the next 10 years: operational excellence, quality care, memory care, and consumer choice. The first two—operational

4 KEY ISSUES

Operational Excellence
Quality Care
Memory Care
Consumer Choice

excellence and quality care—are directly impacted by the technology that manages, synchronizes, and inspires the industry’s most important asset—its caring workforce.

For most long-term care facilities, overtime is a leading drain on budgets and staff. Better intelligence is required to avoid over-time (OT) and overreliance on the same employees. Finances are also wasted on fees to staffing agencies to temporarily bridge endemic gaps from the employee churn that results from ineffective scheduling and staff burnout. Finally, turnover must be reduced through an improved employee experience enabled by technology. According to Gerald Stoll of global healthcare insurer, Hub International, facilities are already dealing with high clinical care turnover—running on average from 55 –75%—which increases risks of staffing coverage gaps and care inconsistency.

From the Institute of Medicine (IOM) and the U.S. Departments of Health and Human Services (HHS) and Labor (DOL), many leading care-focused organizations have prioritized three key issues as documented in a policy paper for The National Commission for Quality Long-Term Care:

1. A shortage of competent professional and paraprofessional personnel to manage, supervise and provide long-term care services in facility-based and home care settings—the result of high turnover, large numbers of vacancies, and difficulty attracting new employees.
2. The instability of today’s long-term care workforce has contributed to:
 - Service access problems for residents that often seriously compromised their safety, quality of care, and quality of life;
 - Excessive provider costs due to the need to

continuously recruit and train new personnel and use of temporary, higher-cost contract staff;

- Extreme workloads for both nurses and paraprofessional staff, inadequate supervision, less time for new staff to learn their jobs, and high accident and injury rates exceeding those even in the construction and mining industries.
3. As a result of growing demand from aging baby boomers and a shrinking of the traditional caregiver labor pool, the future will be immeasurably worse without decisive action by both the public and private sectors.

Upholding Reputation & 5-Star Ratings

Increased demand, increased competition, and staffing challenges combine to create an additional strain on senior care operators' ability to provide quality care. For families, putting a loved one in a senior care facility is by no means an easy decision, and it's a decision only made more complex if you have even one scandal or lawsuit against you. To address this, you need to ensure that your staff is committed to high-quality care. Scheduling must be proactively planned and hours carefully tracked to minimize the likelihood of an overworked staff member making a mistake. This requires visibility and control over policies, procedures, and technology to mitigate staffing mishaps.

Television and the internet are rife with advertisements from personal injury attorneys willing to take on a nursing home abuse or negligence. Negative reviews and investigations into senior care facilities are prevalent. Maintaining a high Five-Star Rating, or even respectable, reputation is often a challenge.

Compliance issues often arise from staffing and safety issues. A Vanderbilt University survey reported that 79% of RNs and 68% of chief nursing officers believe that the nursing shortage is affecting the overall quality of patient care in hospitals and other settings,

including long-term care facilities. Most hospital RNs (93%) reported major problems finding enough time to maintain patient safety, detect complications early, and collaborate with other team members.



93%
**REPORTED MAJOR PROBLEMS
FINDING ENOUGH TIME TO MAINTAIN
PATIENT SAFETY**

“Technology can be used to address and mitigate compliance and subsequent reputational issues, resulting in higher Five-Star Ratings.”

- Marina Aslanyan, SmartLinx

With a tool like Five-Star Predictor, facilities can identify staffing issues before they manifest. A technology that calculates projected Five-Star Ratings for staffing on-demand and in real-time as well as enables users to input their desired Five-Star Rating and receive actionable steps on how to achieve that standing. Providers can now understand the changes they must make in advance to achieve their optimal Five-Star Rating weeks before the CMS (Centers for Medicare and Medicaid Services) reporting deadline.

Administrators can receive alerts when their staffing level falls below their desired rating's requirements thanks to real-time scheduling, attendance, and Payroll-Based Journal data. That final component, Payroll-Based Journal data, is key. Even if facilities are compliant but can't prove it within 15 minutes during a surprise audit, they can face fines and have their rating drop, resulting in a loss of federal funding.

For post-acute care and senior living operators overseeing multiple facilities, the technology can provide visibility into live staffing status for all locations on one unified dashboard. Administrators can immediately identify staffing problems and then drill down for details on the corresponding pain points and opportunities based on each facility's unique data.

Digital Transformation for the Long-Term Care Industry

The fundamental purpose of using modern technology in long-term care is improving patient care. One of the biggest ongoing stories in the business world over the past several years has been the transformative effect digital technology has had on a wide range of industries. One industry that has received less attention regarding digital transformation, but is poised to take advantage of it, is long-term care and the facilities that provide it. Virtually every aspect of the long-term care industry—skilled nursing facilities, assisted and independent living communities; continuing care retirement communities; adult foster homes; and at-home care—has the potential

for dramatic change resulting from digital transformation. As history has always taught us, innovation never ceases. Those organizations that are adapting now and implementing new technologies will be much better prepared for whatever comes next.

LTC Digital Transformation via Workforce Management is the Key to Solving Staffing Challenges

BY 2025

80%

OF LARGE ENTERPRISES WITH HOURLY PAID WORKERS WILL HAVE INVESTED IN WORKFORCE MANAGEMENT TO SUPPORT EMPLOYEE EXPERIENCE AND/OR DIGITAL WORKPLACE INITIATIVES - Gartner

BY 2025

45%

OF LARGE ENTERPRISES WITH HOURLY-PAID WORKERS AND VARIABLE DEMAND FOR LABOR WILL USE AUTOMATION TO DRIVE WORKFORCE SCHEDULING DECISIONS - Gartner

Workforce management (WFM) is a solution comprised of software, services, and (typically) hardware that helps organizations to manage the operational deployment of their workers (see Figure 1). In most cases, WFM is deployed for hourly workers (employees and, in some cases, contingent workers), although Gartner is also seeing increasing demand for WFM for salaried/white-collar workers.

The deployment of WFM for both hourly/blue-collar and salaried/white-collar workers can be justified in, among others, the following cases:

When it is desired that both salaried and hourly workers use the same time and attendance management system.

When salaried workers must allocate their time to projects and tasks.

Workforce Management is designed to achieve:

- Cost optimization
- Compliance
- Worker Effectiveness/Productivity
- Elevated Employer Value Proposition

Workforce Management technology includes:

Time & Attendance: Accurately measuring the working time and attendance of workers and making this information available to payroll and other HR systems.

Compliance: Helping employers stay compliant with legislation and agreements pertaining to staffing levels, employee pay, and leave.

Scheduling: Providing a means of creating efficient and fair work schedules and providing tools to track worker productivity.

Apart from the inherent capabilities of WFM solutions (such as optimized scheduling, time and attendance management, and Payroll-Based Journal reporting), new capabilities addressing challenges posed by the COVID-19 pandemic include:

- **Touchless Timeclocks:** Either delivered via a specific type of time clock (typically facial or voice recognition, or an RFID scanner) or mobile clock-in/out.
- **Health Check:** A survey/questionnaire sent to employees for them to attest to their physical health. This typically includes a workflow for employees to be sent home and removed from scheduling for a defined period if they are deemed to be unwell.
- **Contact Tracing:** An employee scheduling system is used to identify which workers may have come into contact with colleagues identified to have come in contact with the virus.
- **Mobile Shift Management:** Through mobile apps, employees can receive immediate notifications of open shifts, new schedules, scheduling changes, and time-off request approvals, delivered via their choice of text, email, push notification, or in-app notification.

Workforce Management Software Strengthens Customer Response to COVID

Due to the inherent capabilities of WFM software, many vendors have rapidly developed and launched new capabilities to help support the response to COVID-19. This has led to a renewed focus on WFM among existing users, and has led organizations to expand the use of WFM beyond its traditional

user base. Gartner analysts have noted increased interest in and deployment of WFM solutions in office environments. Several WFM vendors have also confirmed that they, too, are seeing rising interest in WFM beyond the typical use case of hourly and blue-collar workers.

Support Synchronous Employee Communication

Messaging: A means of communicating information to employees, especially useful for those employees who may not have a corporate or organizational email address. Can be used to relay measures taken in response to COVID-19, such as changes to working patterns.

Learning: Some WFM solutions support the provision of learning. This could be used to share instructional content pertaining to new working practices, such as washing hands frequently for at least 20 seconds at a time (advice may vary by country). May also include certification of completion of training.

Surveys: A way to gain an understanding of, or feedback from, workers. Surveys can be used to gauge engagement or morale, or the extent to which workers feel safe with current practices.

Enable and Support Flexible Working

Configurable Employee Preferences: Scheduling and work patterns can be changed at the request of workers in order to cater to changes to their circumstances, for example, a need to look after children or other relatives.

Shift Swapping: Open shifts can be offered to workers who may want to work more hours, and workers are afforded the flexibility to swap shifts with one another on-the-go from their mobile device.

Selecting a Technology Provider

Long-term care operators recognizing the need for workforce management through digital transformation should prioritize identifying which software solution is the best fit for their organization. As customers' functional requirements vary, so too do the functional capabilities of WFM vendors. Key criteria for workforce management technology partners should be evaluated through the lens of their demonstrated experience in the long-term care industry. Vertical industry expertise, particularly in a field with strict regulations, should be weighted more heavily than one-size-fits-all, cross-industry solutions.

SmartLinx: The Smart Choice for Workforce Management

SmartLinx provides workforce management solutions/services, including time and attendance, scheduling, HRIS, and payroll to a wide range of client industries including long-term care, government, and leisure. SmartLinx optimizes human potential through a single, unified workforce management suite designed to make work flow better—from scheduling and time & attendance, to payroll and compliance, among others. With a 111% three-year growth rate (Inc 5000), SmartLinx is a demonstrated leader in innovation and customer satisfaction in the workforce management category.



111%
3-YEAR GROWTH RATE

Below is a comparison of two such leaders

Why SmartLinX is Better for Skilled Nursing and Senior Care

Challenge	Capabilities	SmartLinX	Kronos
Overtime, agency, and staff utilization & cost management	Generates employee schedules in advance	Yes	Yes
	Optimizes employee schedules to resident census and acuity, hours per patient day, and service changes in real time across multiple facilities	Yes	No
	Automatically identifies true staffing gaps and overstaffing in real time including planned and unplanned changes	Yes	No
	Instantly finds and recommends best qualified employees to fill open shifts based on skill, overtime status and company policies	Yes	No
	Automatically tracks staff responses & updates schedules	Yes	No
Employee engagement and turnover	Gives employees mobile access to their schedules	Yes	Yes
	Automatically notifies workers of open shifts, PTO requests, & responses in their preferred method	Yes	No
	Enables employees to sign up for open shifts and swap shifts with each other any time, on any device	Yes	No
Workforce quality compliance and penalty avoidance	Generates quarterly Payroll-Based Journal (PBJ) reports	Yes	Yes
	Automatically collects & classifies all CMS and ACA-required staffing information that complies with all federal & state regulations	Yes	No
	Delivers audit-ready reports on demand for any period and facility, including overnight shifts and contractor hours	Yes	No
Five-Star CMS rating governance	Predicts Five-Star CMS rating in real time	Yes	No
	Automatically analyzes hourly staffing data and CMS calculations and identifies staffing issues that could negatively impact ratings	Yes	No
	Proactively recommends steps to correct staffing issues to protect and improve your rating	Yes	No

Solution Overview

SmartLinX Schedule Optimizer Creating schedules that adapt in real-time to changing needs; predicting and reducing overtime, ensuring full staffing and compliance.

SmartLinX Go Empowers employees, reduces costs, and supports compliance by providing full mobile access to SmartLinX capabilities including putting real-time scheduling, pay, and personal at employee's fingertips. Employees receive immediate notifications of open shifts, new schedules, scheduling changes, time-off request approvals, and other updates via their choice of text, email, push notification, or in-app notification.

Time & Attendance Enables management to view all staff attendance at-a-glance. Instantly monitor employees' time, enforce pay policies, and analyze trends for better decision-making.

Geographic Coverage North America

Average Customer Size 1,000 employees. Ranging from 500 – 5,000.

Delivery Mode All SmartLinX solutions are delivered as SaaS or mobile applications. New releases are delivered every six months unless customer demand for new features/functions or new market conditions (eg COVID-19) dictate otherwise.

Partnerships and Integrations

Microsoft Azure is an ever-expanding set of cloud services to help your organization meet its business challenges. It enables you to build, manage, and deploy applications on a massive, global network using your preferred tools and frameworks.

Apex Global Solutions provides over 200 facilities across 20 states with highly sophisticated and integrated solutions to improve their business operations, helping them achieve significant and consistent growth and success in a highly competitive industry.

PointClickCare's cloud-based software platform connects healthcare providers across the senior care continuum providing regulatory compliant solutions that support a coordinated, person-centered approach to care delivery.

ADP SmartCompliance® is a cloud-based platform of outsourced services that integrate with your system to help you maintain HCM-related compliance, reduce costs, and drive growth.

Viventium's human capital management software is fast, secure, and intuitive. With Viventium you'll get a truly customized payroll and HR experience that will transform how you conduct your everyday business. Viventium addresses the HCM needs of every industry, but they specialize in the health services market which includes nursing homes, assisted living facilities, post-acute care, long term care, and home health agencies.

FlexWage is a leading provider of financial wellness solutions and provides the only patented early wage access solution in the market. FlexWage also provides financial planning, budgeting, and coaching for employees, all through a best-in-class financial wellness application suite.

DailyPay is a technology solution that lets your employees control when they get paid, empowering them to meet financial goals, and pay bills on time. Employees who find financial security at your company stay longer, reducing turnover and improving bottom line profits.

2020 Innovations & News

SmartLinX introduced SmartLinX Thermal-Sensing Touchless Time Clocks. As part of the company's ongoing commitment to helping senior care operators navigate today's workforce challenges, especially those stemming from the COVID-19 crisis, the innovative new time clocks help stop germs in their tracks by detecting fevers before employees start work.



SmartLinX announced a product expansion for its popular mobile app, SmartLinX Go. SmartLinX Go helps employees proactively address scheduling challenges and quickly resolve conflicts without involving managers in each task. In addition to letting employees respond to scheduling changes in real-time, SmartLinX Go now enables them to swap shifts with qualified co-workers instead of calling out. Managers receive a full audit history as well as final approval.

SmartLinx received a growth equity investment from Marlin Equity Partners (“Marlin”), a global investment firm with a strong history of successfully investing in and growing businesses across the software and healthcare verticals. Marlin’s investment will support SmartLinx through its next phase of growth as it continues to provide innovative workforce management solutions purpose-built for the rapidly changing needs of post-acute and long-term care providers.

Marina Aslanyan, CEO of SmartLinx Solutions was named “Female Executive of the Year – Business Services” in the 17th annual Stevie Awards for Women in Business, for her compassionate and pragmatic approach to leadership, supporting SmartLinx customers and employees alike as the world adapted to the “new normal” caused by the COVID-19 pandemic.

Long-Term Care Operators on SmartLinx

Trilogy Health Services business leaders wanted technology to help them proactively ascertain resident needs and analyze staffing dynamics across its 110 facilities as well as navigate evolving healthcare demands. SmartLinx definitely enhances our ability to do predictive scheduling, which helps us better care for residents, said Barbara Dimercurio., Vice President and Chief Nursing Officer at Trilogy. Trilogy also wanted to

“SmartLinx definitely enhanced our ability to be able to do more predictive staffing, and to be able to look at how we can best care for all of our residents.”

**- Barbara Dimercurio
SVP & Chief Nursing Officer, Trilogy Health Services**

better understand interrelated staffing and financial implications in each facility. However, the disparate processes lacked transparency into these implications. SmartLinx’s integrated suite also provides real-time insights that inform business decisions every day as well as streamlines scheduling, time and attendance, and HR processes for Trilogy’s 110 facilities. “We wanted to see the competency levels of each staff member to determine the best care for each resident (such as registered nurses, licensed practical nurses, certified nursing assistants, med techs). Prior to adopting SmartLinx, we didn’t have the ability to look closely at resident needs and tailor care based on staff competencies,” said Dimercurio.

Oriol Health Care achieved impressive business outcomes with SmartLinx in just a few months involving scheduling, overtime costs, and staffing/ census visibility:

- Reducing overtime costs 25% in three months, with substantial savings in the first month.
- Successfully transmitting Payroll-Based Journal Reports to CMS, fulfilling key regulatory requirements.
- Experiencing immediate improvements in staff scheduling.

The user-friendly scheduling system yielded significant results. Oriol schedulers gained visibility into the facility’s entire schedule and no longer had to assess individual departmental Excel spreadsheets. They can now easily track scheduled and unscheduled absenteeism, see what they scheduled versus budget/ pars, and easily make necessary changes. Oriol personnel can access real-time census-related data and adjust accordingly. “With labor costs at 85% of operating expense we realized we needed to implement the best workforce management solution on the market,” said Elizabeth Cogavin, CFO, Oriol Health Care.

Caring Health Systems chose SmartLinx workforce management suite to automate workforce, scheduling, and attendance capabilities for all seven facilities on one platform. By connecting live data and processes, SmartLinx lets administrators visualize staffing, compliance, and expenses in real-time. Using predictive scheduling, they can automatically create and adjust schedules to meet fluctuating PPD demands and shift differentials.

“SmartLinx has been able to flex to handle any situation that pops up, whether it’s creating a new role or adding a new facility,”

- Esti Brecher
Payroll Director, Caring Health

Caring Health can generate employee schedules that support evolving Patient Per Pay (PPD) census values and more easily comply with government regulations. The healthcare provider can also proactively create schedules that support resident needs without overstaffing or unnecessary overtime.

Meridian Senior Living has rolled out SmartLinx Solutions LLC for its workforce management needs for 63 facilities in North Carolina, South Carolina, & Virginia.

“Seeing the WorkLinx solution in action onsite at SmartLinx clients, and how they were able to centralize and manage large-scale workforce operations with a very small team, amazed me.”

- Tom Stahlschmidt
Senior Director, Meridian Senior Living

Aldersgate Healthcare Inc. in Florida has chosen a series of SmartLinx products to fulfill its workforce management needs. “Operating as a nonprofit organization, our goal is to manage without compromising our quality of care. Our previous payroll system was rigid and unable to help us manage ongoing compliance issues, including ACA Form 1095-C and Payroll-Based Journal reporting,” said Billy Conol, Director of Accounting for Aldersgate Healthcare Inc.

“The SmartLinx app is really ahead of the game. Employees like looking at all the features and knowing that they have control of their own personal profile.”

- Arthur Cooperburg
Vice President of Finance
Cassena Care

Sources & Suggested Reading

Staffing Nursing Homes was hard before the pandemic. Now it's even tougher.

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Nursing Shortage

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Nursing Shortage: What the Future Holds
for Nursing Homes

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Getting to 2025: A Senior Living Roadmap

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5 Risks of Using Outdated Technology

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