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# Long-Term Care Facility

## Case Study

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### OVERVIEW

Oakwood Village, a not-for-profit Continuing Care Retirement Communities (CCRC's) organization located in Madison, Wisconsin, engaged with ELM Technologies to provide the GENERATOR Workforce Modeling/Scheduling solution as part of an integrated "best-of-breed" human capital optimization solution to eliminate errors and identify new efficiencies.

Oakwood Village has two campuses in Madison with a total of 500 employees, composed of 300 skilled caregivers and 200 food service and ancillary employees. Oakwood's goal was to increase efficiency in managing their staff by expanding upon their current HR/Payroll system. By integrating Time & Attendance, Access Control and Workforce Modeling/Scheduling solutions, Oakwood planned on removing manual errors and gaining visibility into both campuses and new solutions for increased efficiency.

The initial implementation was for the skilled-caregivers working at each campus in the Assisted Living units, approximately 50+ staff for each campus. After successfully integrating GENERATOR and the other applications, Oakwood included the rest of their staff into the enterprise solution. This implementation successfully created standardized HR data across all applications and seamlessly managed the flow of schedule-to-time clock-to- payroll data. Included in this is an optimized workforce model reflecting the demand and supply of all skills required by the facilities.

#### *Detailed Objectives*

- Implement seamless custom integration of automated staff scheduling and a time and attendance system with the current payroll and human resources system.
- Reduce effort required to allocate and track staff resources for multiple facilities with a large variety of skills and certification requirements.
- Capture cost efficiencies through superior workforce deployment without jeopardizing the established high quality of care level.
- Reduce the number of open-shifts or holes produced with traditional scheduling.

### CHALLENGES

The complexities included:

- Seamless integration of third-party automated workforce solutions
- Lack of visibility between facilities
- The pre-existing HR/Payroll system became the system of record for all employee data and must integrate with new workflow systems
- Two facilities with multiple departments and a variety of skill and certification requirements



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### Summary of Results

- Increased staff resource visibility over multiple facilities
- **Fully integrated "Best of Breed" human capital optimization solution**
- Reduction in time and cost to effectively allocate & track staff
- **Reduction in payroll errors**
- Sustainable workforce model for future financial efficiencies

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### SOLUTION

The “Best-of-Breed,” human capital optimization solutions reviewed and selected by Oakwood Village must work together to construct the custom interface between the three independent systems. ELM Technologies, working with inFront, was able to provide a modern web-services integration of the GENERATOR scheduling system, iQuest time and attendance system and Ultipro – the currently installed human resources and payroll system.

ELM Technologies utilized the EmLogis GENERATOR healthcare workforce optimization suite to capture Oakwood’s current workforce model and then deliver optimized schedules that identified new efficiencies in line with their organizational goals. The interface between the EmLogis GENERATOR and inFront’s iQuest (T&A) allows each to have consistent and accurate HR data from Ultipro, while outputting the optimized schedule and real-time tracking from the time and attendance of staff for enhance payroll accuracy.



### RESULTS

These “Best-of-Breed,” human capital automation suites were able to seamlessly integrate with the existing HR and Payroll system to produce the following results:

- Schedule Manager’s efforts required to appropriately allocate and track staff resources for multiple facilities, was greatly reduced with the implementation of the optimized workforce model with organizational visibility.
- Reduction in payroll errors with the seamless integration of Scheduling, T&A and HR systems.
- Increased staffing efficiencies with a 60% reduction of open-shifts with the production optimized schedules utilizing newly implemented workforce model.



ELM Technologies, Inc.

### CONTACT US

9800 Richmond  
Suite 235  
Houston, Texas 77042

Phone: 713-785-0960  
Fax: 713-785-0986

[www.elmtechco.com](http://www.elmtechco.com)