How Creative Solutions drives more efficient care with Covr.

Challenges

Creative Solutions in Healthcare operates a growing network of skilled nursing and long-term care facilities. As the organization expanded, the company faced key workforce management issues:

Inconsistent scheduling tools	Facilities used different platforms, some paper-based, making it difficult to monitor staffing and track performance consistently.
Overtime and missed lunches	High overtime costs and frequent missed breaks impacted employee satisfaction and operational costs.
Lack of data	Aggregating data across multiple facilities was difficult, hindering informed decision-making.
Changing census and hiring needs	Anticipating census growth and aligning staffing levels posed a challenge.

Solution

To address these challenges, Creative Solutions adopted Covr, a workforce management and data analytics platform.

Scheduling tool

Facilities found Covr's scheduling software, Flow, easy to adopt and use.

"We particularly appreciate the scheduling features, which have made it much easier to manage shifts and ensure coverage, said staffing coordinator Matthew Hernandez. "The ability to post and fill open shifts seamlessly has been a game-changer for us."

At the enterprise level, Auston Clanton, COO of Creative Solutions appreciates the ability for employees to be able to pick up open shifts at any nearby facility

"It has been amazing that we're able to give employees the autonomy and flexibility to have their own schedules," said Auston.

"Part of value-based care for Creative Solutions is creating value for our employees when they work for us. We want it to be the best experience of their career. Covr has provided a full view of what we can deliver, ultimately to our residents, through better, more efficient, more timely care."

Gary Blake, CEO of Creative Solutions

Messaging tool

Covr's real-time messaging capabilities enhanced communication.

Gary Blake, CEO of Creative Solutions shared how the team used it to quickly notify staff during emergencies, like a plane crash near a facility, with updates sent to all 120 employees within minutes. It also proved invaluable for weather alerts, surveyor visits, and day-to-day updates.
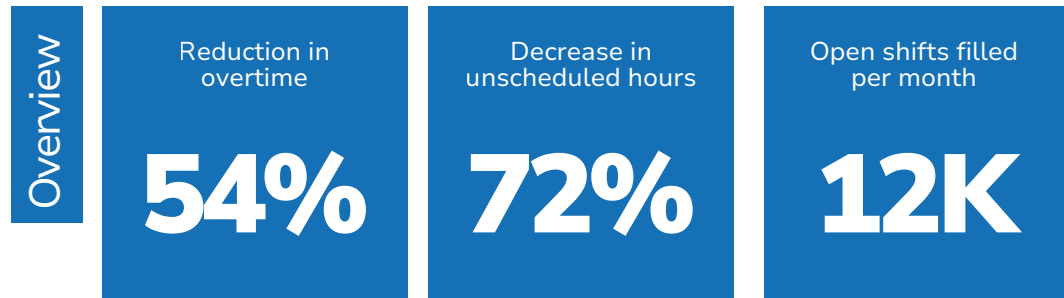
Analytics platform

By consolidating all data into Covr's analytics platform, View, the Creative Solution's team now has a clear view of staffing, compliance, and performance across multiple facilities.

"The days of hours of data collecting just to know where we stand are gone," said Auston Clanton. "Before I leave for the day, I know what the labor metrics were across 149 SNFs. This information also helps us be proactive about getting the recruitment team involved with locations struggling with labor."

Results

Since implementing Covr, Creative Solutions has seen measurable improvements in key metrics:

Overview

Reduction in overtime	Decrease in unscheduled hours	Open shifts filled per month
54%	**72%**	**12K**

Creative Solutions improved workforce efficiency in just 3–4 months, reducing the percentage of overtime hours by 54%, unscheduled hours by 72% and missed lunches by 47%.

The employee app transformed shift management, filling over 12K open shifts each month.

Real-time insights into staffing hours helped Creative Solutions meet key regulatory requirements.

"Labor has always been a challenge, getting staff and hitting recruitment and retention, being able to go into one software … to see where we stand every single day … and push staff into one direction to hit certain metrics and be in compliance and do it in real-time has been truly amazing," said Auston.

1.Based on the average change across a sampling of facilities.