

Reducing Contract Labor Costs by 90% with a Regional Float Pool



KEY IMPACTS

90%

Reduction in agency spend

Overview

Following the COVID-19 pandemic, staffing in skilled nursing facilities changed dramatically. Agencies became widespread, driving up labor costs and creating inconsistency in staffing quality. For Nancy Butner, Northwest Division Vice President at Life Care Centers of America, this meant an unsustainable spend of roughly \$3 million per month in contract labor across 20 facilities.

Solution

In 2022, Nancy and her team decided to take control of their staffing strategy by creating a regional float pool, a separate entity within Life Care that employs staff directly and deploys them across multiple facilities as needed.

To manage scheduling and visibility, Life Care partnered with Covr, enabling float pool staff to self-schedule directly in the platform.

Each float pool employee can select shifts at participating facilities, while the float pool manager maintains oversight to ensure coverage balance and compliance with staffing guidelines.

Results

The results were dramatic. In just a short time, Nancy's region **reduced contract labor spending from \$3 million to \$300,000 per month**—a 90% reduction. Nancy also emphasized the importance of consistent communication throughout the rollout.

"If you want to start a float pool, overcommunicate initially. Have weekly calls ... and get feedback on how things are going."



"When I started the float pool for about 20 facilities, I was spending about \$3 million a month on contract labor in about 20 locations. I am down to about \$300,000 a month now for those facilities."

Nancy Butner
Northwest Division Vice President
Life Care Center of America