

SCHEDULING & SHIFT MANAGEMENT

PURPOSE To align client needs with caregiver availability, avoid missed visits, and optimize coverage through proactive, tech-enabled scheduling.

DIRECTIONS For each metric, assign an owner and set a goal. The owner will be the person for ensuring the item is recorded each week - but that doesn't mean they are necessarily responsible for hitting the goal.

The goal should be set based on your organization's objectives and what you need to do each week to achieve them.

METRIC	OWNER	WEEKLY GOAL	ACTUAL
Fill rate of scheduled visits			
Number of unfilled shifts per week			
% of shifts changed within 24 hours			
% of shifts scheduled at least 7 days in advance.			

