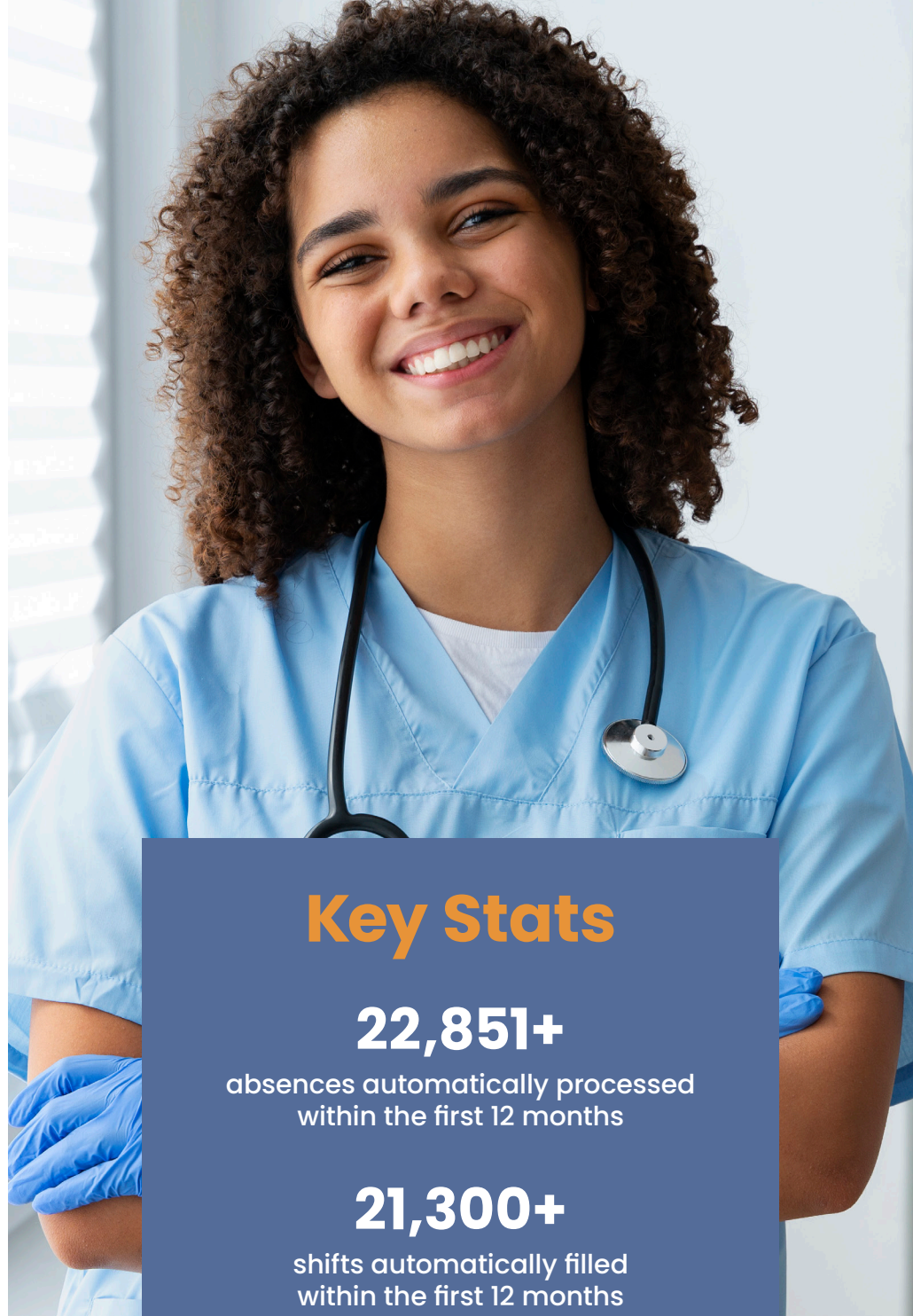




How Community Medical Centers Boosted Employee Satisfaction and Reduced Costs With Andgo

By partnering with Andgo Systems, Fresno Community Hospital and Medical Center reduced nurse burden, increased quality of care, and saved over **\$5 million** in one year.



Key Stats

22,851+

absences automatically processed within the first 12 months

21,300+

shifts automatically filled within the first 12 months

5 hours

saved daily in the Central Staffing Office

\$3.1 million

saved in operational costs

\$5 million+

annually saved in contract labor expenses

Executive Summary

Partner:

Fresno Community Hospital and Medical Center

Industry:

Non-Profit Healthcare/Hospital

Interviewee Name and Role:

John Stabbe, Director, Flex Staffing



Key Results

+ Increased Efficiency:

Reduced centralized staffing hours by 5 hours/day and reassigned administrative staff to more strategic roles.

+ Improved Shift Coverage:

Quickly filled over 21,000 shifts in the first 12 months with automated scheduling.

+ Cost Savings:

Decreased reliance on contract labor by 40%, leading to annual operational and premium labor savings of over \$5 million.

+ Employee Satisfaction:

Boosted morale by reducing the burden on nurses and empowered employees by adding Andgo Systems to onboarding and training programs.

+ Better Quality of Care:

Improving patient outcomes by ensuring nurses have enough support.



Accessible Healthcare for All

For over 125 years, [Community Medical Centers \(CMC\)](#) has been a mainstay of accessible healthcare in Fresno, California. The private, non-profit healthcare network is committed to providing exceptional service to a diverse community, including a large percentage of the region's uninsured and underinsured people.

In addition to four hospitals serving over **190,000** emergency patients and **55,000** inpatients every year, CMC also includes:

- A renowned cancer institute
- The region's only Level 1 trauma unit
- An award-winning neuroscience intensive care unit
- A comprehensive burn center

Staffing a large, multi-faceted organization like CMC is complicated work, especially with the ongoing nursing shortage. Under these conditions, it's nearly impossible to quickly fill shifts when nurses call in sick. That means on-duty nurses must take on additional patients, which can lead to stress, burnout, and high staff turnover.

CMC understands the burden that understaffing places on nurses and patients and works hard to maintain high retention rates—in 2023 alone, it invested **\$1.17 billion** in salaries and benefits. Unfortunately, it still wasn't enough to alleviate staffing issues caused by the industry-wide nursing shortage.

Meet CMC director Jon Stabbe here





Challenges

In-Demand and Overburdened

Throughout the COVID-19 pandemic, unfilled shifts skyrocketed due to last-minute call-outs, PTO, and unplanned leaves. As these issues persisted, CMC's small administrative staff faced the time-consuming challenge of quickly—and manually—filling a high number of critical shifts. This resulted in delays, inefficiencies, and communication gaps between shift managers and available staff.



Meanwhile, nurses who were available to work struggled to manage a surge of last-minute shift changes and requests. As a result, CMC had to pay overtime, offer incentivized shifts, and use contract workers to fill critical shifts, all of which significantly increased operational costs.

In 2023, Community Medical Centers turned to Andgo Systems for help.

“Administrative staff were overwhelmed. This often leads to burnout and reduced morale.”



Jon Stabbe,
Director, Flex Staffing
at Community
Medical Centers



Solutions & Results

Stress-Free Absence Management

When it comes to healthcare, it's crucial to get it right. Andgo worked closely with CMC to gain a full understanding of the organization's priorities and processes.

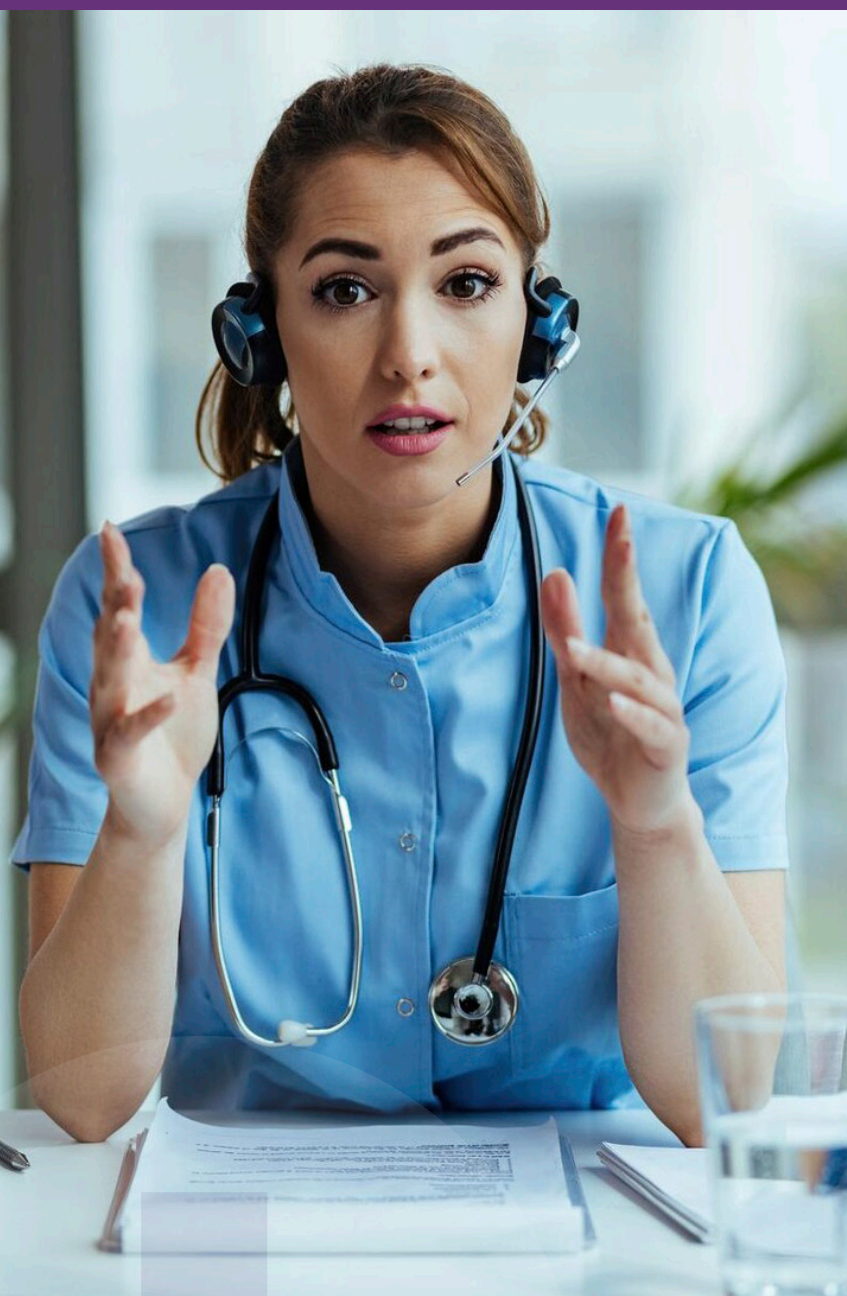
With that information in mind, Andgo recommended [Quick Dial](#) and [Smart Call](#) solutions for filling critical shifts, empowering staff, reducing costs, and—most importantly—reducing employee burnout and improving patient outcomes.

Quick Dial automates sick calls. The absence management software accepts calls from nurses who need to call off a shift, providing them with a list of their upcoming shifts. Then, the nurse simply selects the shift they want to cancel and ends the call.

Smart Call seamlessly takes over where Quick Dial leaves off, creating a call list of employees who are eligible to cover the shift and automatically notifying them that a shift is available.

Staff respond with their availability, and the system awards the shift to the employee who is best suited to the job based on qualifications, union rules, and organizational policies. Now, employees can easily dismiss unwanted shift offers and admin staff aren't spending hours on the phone.

In less than a year after the Smart Call and Quick Dial rollout, CMC added Andgo's [Shift Prebooking](#). This reduces vacant shifts by up to 60%, simply by allowing nurses to pick up shifts over a week in advance.





An Award-Winning Transformation

It used to take about 35 minutes to fill a single shift—with Andgo in place, it only takes three.

"Implementing Andgo has led to numerous benefits for our organization," says Jon Stabbe, Director Flex Staffing at Community Medical Centers. That includes peace of mind. By filling critical shifts quickly, the organization has reduced the possibility of never events, hospital acquired conditions, and unsafe staffing metrics, improving patient outcomes and protecting future funding.

CMC has also dramatically improved the employee experience by using Andgo to give nurses and other staff members more control over their schedules and a more transparent look at the scheduling process. Longstanding communication issues have been resolved, and morale has improved so much that CMC now considers Andgo an employee benefit.

CMC administrators are also feeling a sense of relief. *"Andgo's automated system streamlined the process of filling open shifts, reducing the time spent on manual scheduling. This allowed administrative staff to focus on other critical tasks and schedule proactively in the future,"* says Stabbe.

The organization is also saving money—an important benefit for a non-profit medical network. Stabbe says Andgo's proactive approach to filling shifts is *"reducing our reliance on overtime, temporary staffing agencies, and incentives."*

Andgo has also allowed CMC to reduce Central Staffing Office hours by five hours a day. The office staff, which once had 12 full-time employees, is now efficiently operating eight full-time employees plus one part-timer. None of these employees have been laid off—they've just been assigned to other areas where the need is greater. And the cost savings? \$3.1 million.

The transformation was so impressive that [workforce management platform](#) UKG celebrated CMC with a [2024 Innovation Award](#) due to *"improved productivity, operational efficiency, and patient-care outcomes."* This was all thanks to Andgo's seamless connection and strong partnership with UKG, which helped CMC leverage the UKG platform more effectively. Andgo couldn't be prouder to work with such community-minded organizations.

Ready to learn how Andgo can ease your staff's workload?

Book a call today