



Client Case Study | Healthcare Staffing



About Welborn Relief Agency

Welborn Relief Agency is a company providing temporary relief work for pharmacies in need of professional and responsible pharmacists in the greater Seattle Area. Welborn works with a staff base of over 40 independent contractors who have experience working in over 200 pharmacies in the Pacific Northwest. Their pharmacists have a wealth of industry experience including familiarity with several of the most widely used pharmacy software systems in the industry.

The Challenge

With a growing staff base of pharmacy professionals and an increasing number of large regional pharmacy clients, Welborn needed a solution to manage a staffing schedule that was constantly changing. It was critical for their organization to have an efficient system for communicating, scheduling and even recruiting a large pool of contractors. Migrating from a time-consuming method of managing a flexible workforce with phone calls, emails and a spreadsheet, system requirements included:

- Contractor flexibility to select shifts 24 hours a day
- Access from anywhere
- Ability to choose shifts based on contractor's needs and schedule

The Shiftboard Solution

Shiftboard deployed a hosted software scheduling and communications solution for current and new Welborn Relief Agency contractors. Branded for Welborn, the system's features include:

- View color-coded schedules for upcoming pharmacy shifts
- Contractor contact information and shift location with each assignment
- Access to scheduling 24 hours a day, seven days a week
- Client administrators have access to real-time staffing reports, filters, search tools, schedule reminders, and hours

For Welborn the system also provides a single-source for communicating to all contractors with new shift postings, company news and events, and other updates.

Key Benefits

- Cut total man hours in half managing schedules.
- Contractors can select shifts 24 hours a day, based on needs and availability.
- Reporting functionality gives agency quick visibility into scheduling activity to provide to clients.
- Saving an estimated \$7k per month on overhead expenses.

"Shiftboard has taken away the need to email schedules to our entire staff and wait for responses to notify everyone else that a shift is filled. With Shiftboard we don't have to be the middleman."

-- **Josh Welborn, Owner**
Welborn Relief Agency