



Five best practices to optimize efficiency and effectiveness with ShiftKey

This brief guide will equip you with processes to improve productivity, so you can maximize the value of ShiftKey's powerful technology.



1.

Post ahead to stay ahead

Posting shifts 14 days (or more) in advance usually results in more bids, which makes it easier to fill your shifts. You can do that quickly with our Add Another Shift feature.

Shift Details

Shift 01

Specialty

CNA CMA/CMT/QMA LVN/LPN RN

Skill: Long Term Care

Openings: 1

Rate: Standard Premium

COVID-19 SHIFT

Shift Time - CT: 06:00 - 14:00 14:00 - 22:00 22:00 - 06:00

+ ADD ANOTHER

Shift Summary: 8 days, 8 shifts

POST SHIFTS

Why post ahead?

- It increases the likelihood of securing the independent healthcare professional you want for the shift.
- It increases your shift's visibility so top independent professionals will be more likely to see it.
- It can increase your coverage rates since many plan their schedules far ahead of time.
- It's especially useful for finding coverage when you know you'll have several employees out on PTO at the same time.

2.

Fill critical shifts quickly with our Broadcast Shift feature

Within 48 hours of your shift's start time, you can broadcast it to your Favorites or to the top-rated independent professionals available in your area.

Those professionals can claim it instantly, helping you fill critical shifts faster — on your terms.

You can invite up to 50 professionals total for each shift, mixing-and-matching invitation methods to suit your needs.

Fri, July 26

06:00 - 14:00

CNA Long Term Care Covid-19 Green Acres Assisted Care

Open

The shift is visible to professionals but has not been requested yet.

Send Shift

Select specific professionals you would like to invite to claim this shift.

Broadcast Shift

Increase your reach by Broadcasting directly to a wider group of professionals.

Invite professionals

Favorite Professionals

Notify preferred professionals

Unlimited

SELECT

Eligible Professionals

Based on Admin Assist settings

3 Broadcasts Remaining

SEND BROADCAST

Upgrade to Premium

Increase visibility to professionals through upgrading this shift rate to premium.

CANCEL SHIFT

CLOSE

How to broadcast a shift:

1. Select a scheduled shift that starts within 48 hours.
2. Send invites to Favorite professionals or eligible professionals.
3. Let the system do the rest. Monitor responses in real time and make adjustments as needed.

3.

Check shift requests every day and accept them quickly

Download the [ShiftKey app](#) so that you can check and accept shift requests anytime, anywhere.

Check your shift requests every day as a rule, and more often than that during busy periods. You can easily customize your notification settings to ensure that you don't miss anything.

This helps you lock in the coverage you need with no risk: If your needs change, you have until two hours before the shift's start time to cancel.

Why accept requests quickly?


- **Independent professionals can bid on overlapping shifts**, but once you accept their request, their other bids will be cancelled.
- **The most reliable independent professionals are in high demand**, so accepting shift requests quickly secures them before anyone else can and delivers peace of mind that you have the coverage you need.

Pro tip:

Enable Admin Assist and Cancellation Recovery for all eligible professionals to automatically manage cancellations and keep schedules on track.

4.

Build a dependable network of independent healthcare professionals you trust

When you discover a great independent professional, make them a "Favorite" by selecting the  next to their name. This lets schedulers know they're your community's preferred choice, and scheduling familiar professionals can improve continuity of care.

Tips for building your dependable network

- **Consider professionals who are new to our marketplace.** Just because they're new to ShiftKey doesn't mean they're new: 49% of our users have 10+ years of experience in the healthcare field.
- **If you have a positive experience** with a professional but you're not ready to make them a Favorite yet, use a green flag to indicate that.
- **If you have a negative experience** with a professional, add a red flag to indicate that. This professional will still be able to request shifts, but a red flag will be visible when they do.
- **You can also block independent professionals from requesting shifts at your facility** using our "Do Not Return" feature (DNR).

5.

Drop your Account Manager a line whenever you need help

Have a question? Want more tips? Need help using ShiftKey?

Your Account Manager is a helpful resource for all things ShiftKey, from maximizing our powerful tools to helping you create a sustainable, agile workforce that can respond to challenges on demand.

Contact your Account Manager anytime — they're always here for you and always happy to help.