

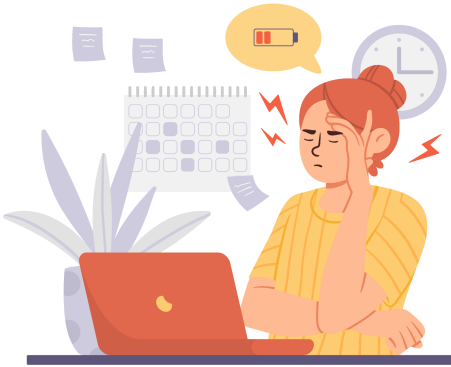
The Future of the Home Care Scheduler Role

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Empowering Schedulers, Elevating Care

The role of the home care scheduler has never been more critical than it is today.

As the linchpin between clients' needs and caregivers' capabilities, schedulers are often the staff member best equipped to craft and deliver personalized care experiences.



Operational overload

Yet the current model isn't doing justice to schedulers – or their agencies. More often than not, we find schedulers overly-burdened with operational tasks that consume over 90% of their time, limiting their capacity to focus on the strategic aspects of their role. This imbalance not only hampers the potential for personalization and care efficacy, it also restricts an agency's growth by failing to fully leverage schedulers' expertise in relationship management and care customization. Increased operational demands on

schedulers has also led to spikes in scheduler turnover – now mirroring and in some cases even surpassing turnover rates for caregivers.

Segmentation of tasks: The key to elevating the scheduler role

The future of home care scheduling excellence involves a clearer segmentation of responsibilities. By more clearly delineating between the strategic work of building and

maintaining relationships with clients and caregivers and the operational tasks of schedule management (and day-to-day fire-fighting), agencies will unlock new efficiencies.

Operational duties such as managing clock-ins and clock-outs, filling shifts on short notice, and handling emergencies will increasingly be centralized, outsourced, and/or automated. This transition won't be easy – it requires systematizing deep knowledge that often sits within schedulers' heads – but the agencies who undertake the journey first will also reap the strategic dividends of enabling their schedulers to dedicate their skills and effort to strategic planning and relationship building – the key aspects of care delivery and differentiation for a provider. This type of transformation will not only streamline processes, it will also enrich an agency's data-set on their own clients and caregivers (which, in turn, enables centralized, outsourced, or automated solutions to magnify their impact). The result will be a set-up better geared to fostering growth and financial sustainability.

Unlocking growth: For schedulers, and for agencies

This transformation, if anything, will amplify the importance of schedulers within home care agencies. By freeing schedulers from a quagmire of operational tasks, agencies will empower them to focus on what they do best: understanding the nuanced needs of clients and caregivers to create optimal matches and manage against care plans. For home care agency owners and schedulers alike, this evolution promises a future where strategic insight and operational efficiency coalesce to elevate the standard of care, encouraging all stakeholders to embrace change as a pathway to improvement and growth.

About Reverence

At Reverence, we are all about home care schedulers and home care scheduling. Our founder, Lee, launched Reverence after watching his grandfather, Bill (a.k.a., PapPap), nurse the love of his life through 20+ years of home-based care, struggling throughout to get the right people in the right place at the right time. And many of our colleagues are current or former schedulers.

The work we do is also all about schedulers – particularly those struggling with non-stop “on call” coverage requirements. We provide “out-of-hours” scheduling solutions – with a team of highly-trained, US-based, college-educated schedulers – giving stretched operators and schedulers their nights and weekends back, and enabling them to invest more time and energy in the highly strategic work of really knowing clients and caregivers.