

## SILVERADO SENIOR LIVING

ACHIEVES MEASURABLE BUSINESS IMPROVEMENTS WITH ULTI PRO BUSINESS INTELLIGENCE, ULTI PRO PERCEPTION



### INDUSTRY

Healthcare



### NUMBER OF EMPLOYEES

4,200



### KEY BENEFITS

- Used improved visibility into workforce to achieve savings of \$3 million in one year
- Created a better associate experience with the UltiPro mobile app
- Leveraged UltiPro Perception to help leaders gain insight into the specific drivers of employee engagement and retention

## OVERVIEW

Silverado is committed to enriching the quality of life for its residents, clients, patients, families, and associates through a combination of top-notch clinical care, compassion, and continuous engagement. Over the past 20 years, the company has grown to include over 4,000 employees providing memory care, hospice, and rehabilitation services at 54 locations in eight U.S. states.

## CHALLENGE

Despite the company's pioneering approach to memory care, the company's HR practices prior to UltiPro were still largely manual. Without efficient access to employee data, Silverado's ability to measure success at the individual, team, and enterprise level was sluggish and inefficient. In order to align its workplace culture with its mission, Silverado selected UltiPro and went live in January 2016.

## SOLUTION

"After ramping up our use of UltiPro, our workforce analytics show Silverado saved \$3 million in 2017 by providing unprecedented visibility into operations," said Dawn Usher, former chief administrative officer at Silverado. "Two million dollars of our savings is attributed directly to the productivity reports generated from

“After ramping up our use of UltiPro, our workforce analytics show Silverado saved \$3 million in 2017 by providing unprecedented visibility into operations.”

Dawn Usher  
Former Chief Administrative Officer  
Silverado Senior Living

information exported through UltiPro Business Intelligence. We could view data on our employees relative to our census at each community, and identify areas where we could optimize staffing levels. Improved access to data also helped us obtain more real-time information about overtime and turnover, and engage in workforce planning to achieve substantial savings.”

To address turnover, Silverado launched a variety of UltiPro functionality, including the UltiPro mobile app, to create a better associate experience. According to Usher, Silverado’s leadership travels frequently within the company’s network, and the deployment of the app has enabled these executives to promptly complete administrative approvals for associates. The company also launched UltiPro Perception to better understand employee sentiment and boost engagement.

## RESULTS

---

Usher reports that Silverado is combining data from UltiPro Business Intelligence with feedback from UltiPro Perception to transform the business. For example, turnover data illustrated that the company had been losing a significant number of employees within six to nine months after hiring, across many locations. The company deployed UltiPro Perception surveys to understand the sentiment behind this trend, and found that employees desired more recognition, communication, and training.

As a result, subcommittees have been established to learn how to tackle these issues more effectively. UltiPro Perception’s ability to help leaders gain insight into the specific drivers of employee engagement and retention is helping Silverado take action to maintain its high-performance culture.