How better scheduling led to better resident care

Artisan at Hudson improved resident care by streamlining scheduling with Apploi Schedule, reducing administrative work, and empowering caregivers to focus more on their residents.

Published August 12, 2026



CHALLENGE

Managing schedules across multiple departments with spreadsheets, emails, and phone calls was creating unnecessary administrative work and making it harder to fill open shifts efficiently.

SOLUTION

By implementing Apploi Schedule, Artisan at Hudson centralized scheduling, simplified shift coverage, and gave managers real-time visibility into staffing – while empowering employees to pick up shifts with ease.

At Artisan at Hudson, a Solera Senior Living community in Hudson, Massachusetts, every schedule has a direct impact on resident care.

Serving 149 independent living, assisted living, and memory care residents required the right people in the right place at the right time, every day.

The challenge: burnout had become the norm

Like many senior living and skilled nursing organizations, scheduling had become increasingly complex. Managers were juggling phone calls, emails, printed schedules, and multiple spreadsheets just to keep shifts covered. The administrative burden pulled leaders away from higher-value work and made staffing feel more reactive than strategic.

"Prior to Apploi, there were a lot of back-and-forth phone calls and emails. With Apploi, it's kind of streamlined the whole process."
– Charles James, Executive Director, Artisan at Hudson

The solution: replacing spreadsheets with smarter scheduling

Looking for a more efficient approach, Artisan at Hudson implemented Apploi Schedule, giving managers a centralized platform to build schedules, communicate with staff, and fill open shifts faster.

Instead of manually contacting employees one by one, managers could instantly notify eligible staff when shifts become available. Caregivers received notifications through the mobile app and could easily claim available shifts with just a tap.

The platform also gave leadership greater visibility into costs and staffing coverage before issues would arise, including avoiding scheduling staff for overtime. Less overtime helps minimize unnecessary labor costs and staff burnout.

"Daily, I'll look to ensure that we are not entering overtime. That's my biggest benefit as the executive director."
– Charles James, Executive Director, Artisan at Hudson

With Apploi Schedule, Artisan at Hudson was able to:

- Centralize scheduling across every department in one platform
- Eliminate multiple spreadsheets, emails, and phone calls to maintain coverage
- Notify qualified employees about open shifts instantly
- Allow caregivers to pick up available shifts directly from the mobile app
- Monitor overtime hours and spend more proactively with greater scheduling visibility
- Reduce administrative work for department managers

Better scheduling supports better resident care

When managers spend less time updating spreadsheets or coordinating schedules, they have more time to support their teams. And when staff can easily manage their schedules, they are less likely to become burnt out and spend more time doing what they came to do: caring for residents.

Having scheduling in one centralized system made it easier for Artisan at Hudson leadership to stay ahead of overtime while creating a smoother experience for both managers and caregivers.

"*Switching to Apploi has ultimately benefited our residents. Our staff is able to spend more time with them and provide them the quality care and services that they deserve.*"
– Charles James, Executive Director, Artisan at Hudson

Ready to leave spreadsheets behind?

Scheduling shouldn't require endless emails, phone calls, or disconnected spreadsheets.

See how Viventium + Apploi can help your organization simplify staffing, improve workforce stability and visibility, and give your teams more time to focus on delivering exceptional care.