



The HCM buyer's guide for skilled nursing facilities

**How to evaluate workforce software
built to support staffing stability,
compliance, and labor cost control
in skilled nursing**

This guide is for

Administrators, CFOs, HR directors, and operators at skilled nursing facilities evaluating whether their workforce software is built for the operational and regulatory complexity of facility-based care.

Introduction

Every skilled nursing facility (SNF) faces the same challenge: delivering high-quality resident care while managing a workforce that is increasingly difficult to recruit, onboard, schedule, retain, and pay.

When positions remain open, shifts go uncovered. When shifts go uncovered, organizations often rely on overtime or agency labor to maintain coverage. As labor costs rise and compliance requirements grow more complex, disconnected systems create additional administrative burden and operational risk.

Many workforce technology solutions address only one part of the problem. Applicant tracking systems help facilities hire. Scheduling systems help fill shifts. Payroll systems help employees get paid.

But skilled nursing operators don't experience these challenges separately. They experience them as intertwined workforce challenges.

The most effective workforce platforms connect hiring, onboarding, scheduling, time tracking, payroll, and compliance into a continuous workforce lifecycle that helps operators reduce staffing gaps, improve visibility, and gain greater control over labor costs.

This buyer's guide walks through the key questions every SNF should ask when evaluating workforce technology.

Contents:

- 1 What does “built for skilled nursing” really mean?
- 2 Eight questions every SNF buyer should ask
- 3 What Viventium + Apploi delivers
- 4 Workforce technology evaluation checklist for SNFs
- 5 Why Viventium + Apploi



1

What does “built for skilled nursing” really mean?

A platform built for skilled nursing should understand the realities of post-acute care operations. That means helping organizations:

- Hire care staff quickly and efficiently
- Move employees from application to first shift with fewer delays
- Schedule staff based on facility needs
- Control overtime and labor costs
- Support multi-facility operations
- Maintain compliance throughout the workforce lifecycle
- Eliminate manual handoffs between systems
- Gain visibility from recruiting source to labor cost outcomes

Workforce technology should do more than automate administrative tasks. It should help facilities stabilize staffing, reduce agency dependence, improve retention, and create better workforce visibility across the organization.

8 questions every SNF buyer should ask

Question 1: How quickly can we hire care staff?

Open positions frequently lead to open shifts. The longer a position remains unfilled, the greater the strain on existing staff and the greater the likelihood of relying on overtime or agency labor.

When evaluating technology, ask:

- Is the solution built specifically for high-volume healthcare hiring?
- Does it support healthcare credential and license requirements?
- Does it distribute jobs to healthcare-focused recruiting channels?
- Does it provide a mobile-friendly candidate experience?
- Can facilities manage hiring across multiple locations?

The goal is to move qualified care staff into your workforce as quickly as possible.

Question 2: How quickly can new hires become shift-ready?

Hiring alone doesn't solve staffing instability. Facilities need employees to complete onboarding, become compliant, and successfully reach their first shift.

When evaluating technology, ask:

- How are onboarding documents completed?
- Are compliance requirements collected and tracked during onboarding?
- Does employee information flow into scheduling and payroll automatically?
- How much manual data entry remains after hiring?

Every day between offer acceptance and first shift extends the impact of an open position. A connected onboarding process not only helps shorten that timeline, but it also improves the employee experience from before day one by reducing friction and fostering communication.

Question 3: Can we schedule effectively against facility needs?

Schedules sit at the center of workforce operations. Every staffing decision affects resident care, labor costs, overtime exposure, compliance requirements, and workforce satisfaction.

When evaluating technology, ask:

- Can staffing be aligned with census demands?
- Is HPPD visibility available in real time?
- Can managers quickly identify open shifts?
- Can facilities share resources across locations?
- Is workforce visibility available at both facility and corporate levels?

Scheduling should do more than fill shifts. It should help organizations make proactive workforce decisions before staffing gaps become more expensive problems.

Question 4: Is compliance embedded throughout the entire workforce lifecycle?

Compliance should not exist as a separate process. It should be built into recruiting, onboarding, scheduling, time tracking, and payroll workflows.

When evaluating technology, ask:

- How are licenses and credentials monitored?
- Can expired credentials impact scheduling eligibility?
- How is employee eligibility managed?
- What audit trails are maintained?
- How does the system support reporting requirements?

The best workforce platforms help facilities address compliance risks before they become operational problems.

Question 5: Can we control labor costs more effectively?

Labor represents one of the largest operating expenses for skilled nursing providers. Understanding labor costs requires visibility across scheduling, time, and payroll.

When evaluating technology, ask:

- Can leaders see labor trends in real time?
- How does the platform help identify overtime risk?
- Can workforce decisions be connected to labor outcomes?
- Does the system support workforce planning across multiple locations?

Facilities need visibility that helps them make better staffing decisions before costs occur.

Question 6: Can payroll handle the complexity of skilled nursing?

Payroll remains a critical part of workforce management. But for skilled nursing organizations, payroll complexity often extends beyond simply calculating employee wages.

When evaluating technology, ask:

- Does the system support blended-rate overtime?
- Can it handle employees working across facilities?
- How are overtime calculations managed?
- How is payroll information audited and tracked?
- Does payroll support required reporting processes?

The goal is accurate payroll without manual calculations, duplicate work, or unnecessary risk.

Question 7: Can we manage employees across multiple facilities?

Multi-facility operators need workforce visibility that extends beyond a single location.

When evaluating technology, ask:

- Can employee information follow workers across facilities?
- Are duplicate employee records required?
- Can leaders view workforce metrics at both facility and corporate levels?
- How are permissions managed across locations?

Technology should simplify workforce operations as your organization grows, not create additional operational complexity.

Question 8: How many manual handoffs remain?

Every handoff between systems introduces the possibility of delays, re-entry, errors, and incomplete information.

Ask vendors to walk you through the complete workforce lifecycle:

Applicant → Hire → Onboard → Schedule → Work → Pay → Report

Then identify:

- Manual exports
- Duplicate entry points
- Spreadsheet-based or offline processes
- Reconciliations between systems
- Compliance processes managed outside the platform

The fewer handoffs required, the more efficient and accurate workforce operations become.

3 What Viventium + Apploi delivers

Hiring built for healthcare

- Purpose-built recruiting designed for high-volume healthcare hiring
- Mobile-first candidate experiences that help candidates apply quickly
- Multi-location recruiting visibility across facilities and regions

Why it matters:

Faster hiring helps facilities address staffing instability sooner, reducing the duration of open positions and supporting efforts to decrease agency reliance.

Seamless onboarding and first shift readiness

- Digital onboarding that eliminates duplicate entry between systems
- Visibility into employee readiness before their first shift
- A connected workforce experience from applicant to employee

Why it matters:

Efficient onboarding helps new hires become productive care staff faster while reducing administrative delays and workforce gaps.

Smarter scheduling and workforce visibility

- Scheduling aligned with facility staffing needs
- Real-time workforce visibility
- Open-shift management and multi-location workforce coordination

Why it matters:

Better workforce visibility helps operators make proactive staffing decisions before gaps result in overtime, agency usage, or resident-care disruptions.

Labor cost control with Time & Attendance

- Greater visibility into workforce activity
- Better alignment between staffing decisions and labor outcomes
- Workforce insights that connect shifts, time, and payroll

Why it matters:

Understanding labor costs begins with understanding workforce activity. Connected systems provide the visibility needed to make informed staffing decisions.

Payroll built for skilled nursing complexity

- Support for complex healthcare payroll requirements
- Automated overtime calculations
- Payroll processes designed for multi-facility environments

Why it matters:

Accurate payroll reduces administrative burden while supporting workforce confidence and operational efficiency.

Compliance embedded throughout the workforce lifecycle

- Credential and eligibility monitoring
- Audit-ready workforce records
- Compliance integrated into workforce workflows

Why it matters:

Compliance is most effective when it becomes part of daily operations rather than a separate administrative process.

Multi-facility workforce management

- Workforce visibility across multiple locations
- Corporate and facility-level reporting
- Unified workforce management processes

Why it matters:

Growing organizations need a workforce platform that scales with them while maintaining visibility and control across facilities.



4 Workforce technology evaluation checklist for SNFs

Recruiting & hiring

- ☐ Healthcare-focused recruiting capabilities
- ☐ Mobile application experience
- ☐ Healthcare credential awareness
- ☐ Multi-location recruiting support
- ☐ Visibility into hiring performance

Onboarding

- ☐ Digital onboarding processes
- ☐ Integrated employee records
- ☐ Credential collection and tracking
- ☐ Reduced manual entry

Scheduling & workforce management

- ☐ Open shift visibility
- ☐ Real-time workforce insights
- ☐ Multi-location staffing support
- ☐ Census-aware staffing capabilities
- ☐ HPPD visibility

Time & labor costs

- ☐ Labor cost visibility
- ☐ Overtime management
- ☐ Time tracking accuracy
- ☐ Workforce analytics

Payroll

- ☐ Healthcare payroll expertise
- ☐ Complex overtime calculations
- ☐ Multi-facility payroll support
- ☐ Reporting capabilities

Compliance

- ☐ Credential tracking
- ☐ Employee eligibility monitoring
- ☐ Audit readiness
- ☐ Compliance controls throughout the workforce lifecycle

Integration & user experience

- ☐ Connected workforce workflows
- ☐ Reduced system handoffs
- ☐ Shared employee records
- ☐ End-to-end workforce visibility

Why Viventium + Apploi

Healthcare operators need a platform that works the way they operate.

800k+

healthcare workers rely on Viventium across skilled nursing, senior living, and post-acute care.

9000+

organizations are part of the Apploi hiring network

NPS of 71

significantly higher than typical HCM benchmarks

Beyond the platform

- Implementation and support teams are experienced in healthcare operations. We work specifically with healthcare, all day, every day.
- Compliance, payroll, and staffing challenges are understood, not learned on the job.
- The system is designed for multi-facility, high-complexity environments.

“Viventium’s commitment to their clients has exceeded our expectations. The team from sales to client services provides excellent support. We are confident that Viventium will continue to help us maximize use of the software and provide a great partnership as we grow.”

– Isaac Soussan, Honor Health Network

“Everything is located in one platform, which makes it super user friendly for all my HR directors, administrators, as well as director of nursing.”

– Hannah Butt, Corporate Recruiter, Garden Healthcare (on Apploi)



Ready to see it in action?

Schedule a personalized demo to see how Viventium + Apploi supports workforce stability, compliance, and payroll across your facilities.