

CARING PLACE CASE STUDY

Bringing Control, Compliance, and Stability Back to Workforce Strategy



THE CHALLENGE

Caring Place Healthcare Group was facing mounting workforce pressure across five locations. Reliance on staffing agencies had grown significantly, creating financial strain and operational risk.

Leadership needed more than temporary relief. They needed structure, oversight, and a long-term staffing solution that would restore predictability and improve care quality.

THE SOLUTION

Phase 1: Centralized Agency Oversight

By May 2025, all five Caring Place communities implemented a centralized agency management program.

Instead of managing multiple vendor relationships independently, Caring Place consolidated oversight into one structured system that provided:

- Standardized agency rate control
- Centralized contract management
- Full credentialing verification before staff entered communities
- Weekly spend visibility and reporting
- Quality monitoring and performance accountability
- A single point of contact to resolve issues quickly

This shift created immediate financial transparency and stronger compliance safeguards.

KEY ISSUES

- ◆ High agency usage across multiple communities
- ◆ No control over bill rates due to numerous separate agency contracts
- ◆ Limited visibility into weekly agency spend and forecasting
- ◆ Inconsistent compliance documentation for agency staff working in buildings
- ◆ Variable quality of agency workers
- ◆ Ongoing difficulty hiring nurses and CNAs in the local market

Phase 2: Targeted Direct Hiring Support

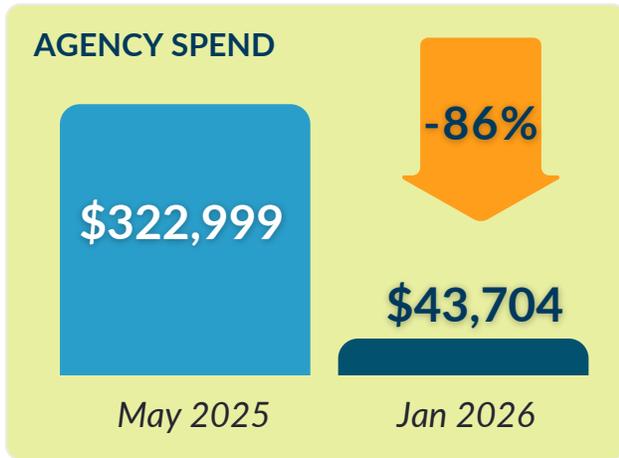
In December 2025, The Lodge, one Caring Place community, launched a 60-day focused hiring project to reduce long-term reliance on agency labor and build permanent staff pipelines.

This initiative provided:

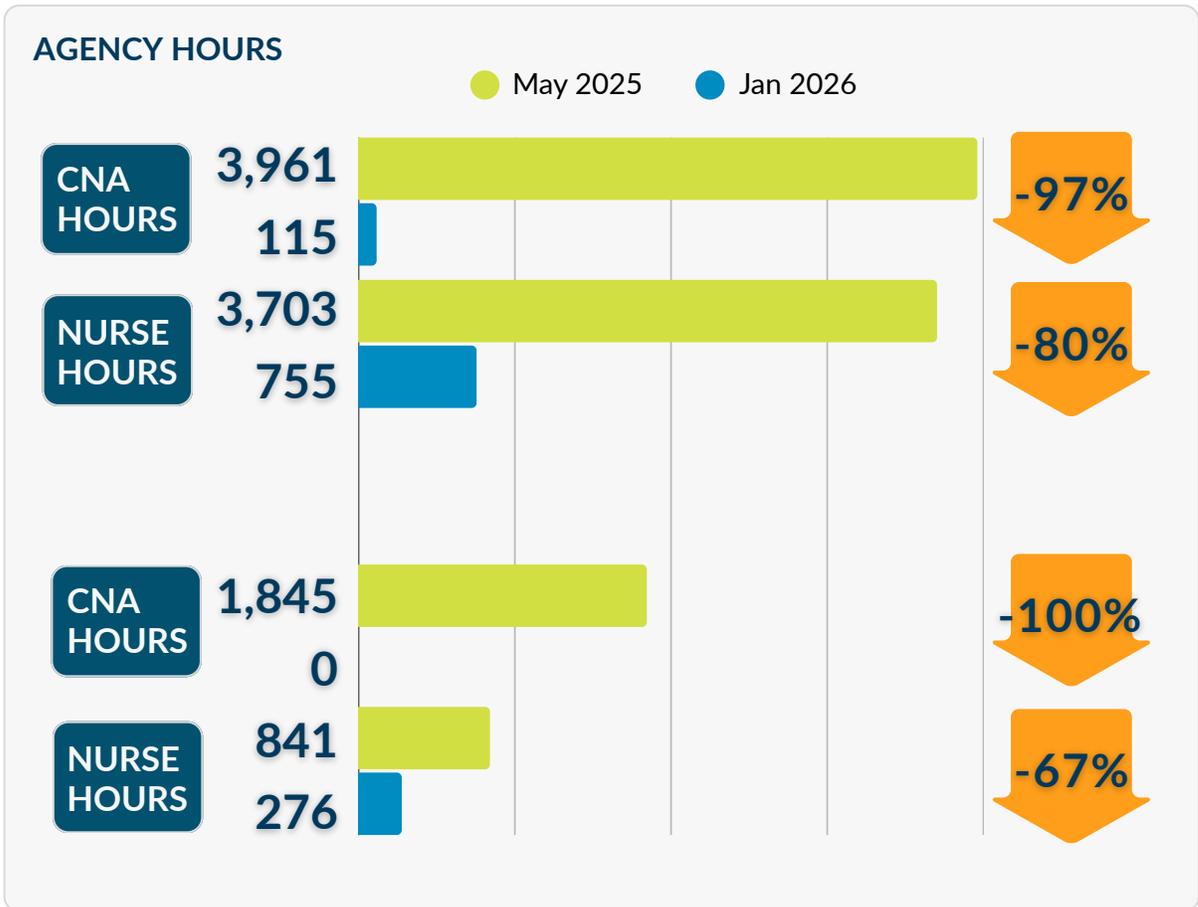
- Dedicated recruitment support
- Structured interview coordination
- Candidate sourcing specific to local market challenges
- Accelerated hiring processes

THE RESULTS

COMPANY-WIDE



THE LODGE



Within eight months, Caring Place dramatically reduced agency dependency while improving financial predictability.

The Lodge not only reduced spend but removed CNA agency reliance entirely.

60-DAY HIRING PROJECT - THE LODGE



In just two months, The Lodge secured 26 new clinical hires, significantly stabilizing its workforce.

CLIENT PERSPECTIVE

"The {agency management} program has helped our organization create a stronger sense of safety and regulatory compliance for our residents. Through this partnership, we can ensure that all agency staff are fully credentialed and compliant before entering our communities, rather than relying solely on agency assurances.

Our relationship with LeaderStat has been incredibly supportive, acting as a liaison between our facilities and the agencies to ensure smooth communication and resolution of any issues. This approach is a mutual partnership, allowing us to plan ahead, proactively fill staffing gaps during transitions, and provide a more consistent and reliable experience for our residents and teams."

-Santanna Rapp, Chief Nursing Officer, Caring Place Healthcare Group

THE BOTTOM LINE

Caring Place Healthcare Group transformed an unpredictable, high-cost agency model into a structured, compliant, and financially controlled workforce strategy.

By combining centralized agency oversight with targeted direct hiring support, they achieved:



**SUSTAINABLE
COST
REDUCTION**



**ELIMINATION
OF CNA
AGENCY
RELIANCE**



**IMPROVED
COMPLIANCE &
CREDENTIAL
VERIFICATION**



**STRONGER
QUALITY
CONTROL**



**LONG-TERM
STAFFING
STABILITY**

Exceptional resident experiences start with consistent, qualified caregivers. Caring Place now has the structure in place to ensure both.