

NEW HIRE PAPERWORK MADE SIMPLE WITH **WORKBRIGHT**

See why BrightStar Care has chosen WorkBright as their onboarding preferred partner!

CASE STUDY: BrightStar Care of West Fort Worth, Grapevine, & Keller

The BrightStar Care locations of West Fort Worth, Grapevine and Keller understand that successfully hiring caregivers requires a user-friendly and efficient onboarding process to ensure **employees are retained between their offer and first shift.**



They chose **WorkBright** to replace their cumbersome, paper-heavy onboarding with digital new hire paperwork that caregivers can complete on their own time from their mobile phones.

ONBOARDING PROCESS BEFORE WORKBRIGHT

"We aim to hire six new employees per week and each had a **lengthy packet of paperwork** to complete," Brittney Power, Director of Operations for multiple BrightStar Care franchises explained about life before WorkBright.

Unfortunately, that paperwork took many new employees **over an hour to complete in the office**, creating bottlenecked, back-to-back interviews and frustrating candidates who often lacked the required documentation to complete their new hire paperwork that day. For her staff, it created **a compliance nightmare** with manual checklists attempting to track which forms each candidate had submitted and expiration dates for numerous certifications.

When they sought out a solution to their paperwork pains, they were disappointed to find many large, bundled software solutions **forced them to pay top dollar** for more features than they needed. Brittney and her team decided on WorkBright because it perfectly fit their requirements for a new system without any superfluous features.



FINDING A NEW SYSTEM

- 1 PRIMARY GOAL**
digital paperwork that can be completed entirely on a phone
- 2 SECONDARY GOAL**
ensure compliant and complete employee records
- 3 NICE TO HAVE**
affordable onboarding platform with top-tier customer service



SEE THE **RESULTS** OF THEIR MOVE TO WORKBRIGHT



AFTER IMPLEMENTING WORKBRIGHT

SAVED

employees hundreds of hours completing paperwork

REDUCED

administrative review time per candidates by 83%

RETAINED

more quality caregivers from offer to first shift



HOW WORKBRIGHT MET BRIGHTSTAR'S GOALS ...IN THE WORDS OF BRITTNEY POWER

1

DIGITAL, MOBILE-FRIENDLY PAPERWORK

"Allowing caregivers to **complete paperwork on their phones** was a mandatory feature for us. Many of our employees do not have home computers, so making it easy for them to complete documents and take pictures of items like insurance or certifications on their phone has made them **much more likely to complete their onboarding paperwork** in a timely manner.

2

ENSURE COMPLIANT AND COMPLETE RECORDS

"WorkBright has eliminated our staff's need to manually check what documents have been completed by each employee—that information is always right in front of you. We also run weekly reports in so we can **notify caregivers that their documentation is expiring**. When they upload new certifications, WorkBright retains those expired documents which are required to keep a **complete employee file**. It also makes any employee file accessible and easy to find for both our staff and each caregiver."

3

AFFORDABLE PLATFORM WITH TOP-TIER CUSTOMER SERVICE

"WorkBright gave us all the features we needed **without paying extra for bundled software we didn't ask for**. Getting WorkBright implemented was way faster than expected and their customer service team was extremely responsive. We were the first BrightStar Care location to adopt it, but now many of the standard forms used across all BrightStar Care locations are already included so it is even **faster for a new location to start using WorkBright**."

NEW BRIGHTSTAR CARE CUSTOMERS RECEIVE **50% OFF IMPLEMENTATION!**

Visit us at WorkBright.com/BrightStar to get started.

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