

# Streamline operations in a crucial healthcare environment

## The problem

Creating the employee schedule in a spreadsheet limited the ability to forecast labor needs and communicate effectively with the team.

## The solution

Use When I Work to save time scheduling, increase communication, and fill scheduling gaps in a crucial healthcare service.



Time savings on scheduling 5 times



**Shannon McCracken**  
Asset Management Coordinator

Latitude Air Ambulance is a dynamic medevac and organ transport service in Ontario, Canada. Prior to using When I Work, Shannon spent 20 hours a week creating and managing the medical operations schedule in a spreadsheet. It was an extremely fragmented process that limited her abilities to manage the business.

## FAVORITE FEATURE



SCHEDULING

Since implementing When I Work, Shannon now has all the tools she needs to forecast labor more effectively to control costs, fill gaps in coverage, and improve communication. It's created a collective hub for multiple departments to collaborate on multiple schedules, which has resulted in Shannon now spending 4 hours a week scheduling. Now that she spends less time scheduling, she can take on more complex projects that are creating value and building a rock solid foundation from which Latitude Air Ambulance can grow.

