



Legion WFM for the Pet Care Industry

Strengthening Human-Animal Bonds Through Efficient Veterinary Care

Since the pandemic, the role of pets as family members has intensified. [A Pew Research Center survey](#) reveals that 62% of American households have pets, with 97% of pet owners considering them family. This surge in pet ownership has significantly increased the demand for veterinary care, pushing veterinary hospitals to their limits. Despite high staff turnover rates, delivering top-notch care with a compassionate veterinary team remains the goal. Approximately 25% of Doctors of Veterinary Medicine (DVMs) and veterinary technicians (vet techs) change jobs annually, influenced by work hours, salary, culture, and work-life balance.

This shortage often results in extended appointment wait times and limited care availability, exacerbating staff burnout and attrition. Veterinary hospitals are thus seeking innovative strategies to meet growing demands and improve staff retention and efficiency.

THE LEGION SOLUTION

Maximize Labor Efficiency

Optimizing the number of vet hours per patient and achieving KPIs tied to annual revenue targets per DVM, and active clients per year per FTE DVM, are top priorities to ensure clinic profitability. With a backlog of patients, how can veterinary hospitals get more from their existing staff? In many cases, labor is scheduled based on the hours the employees need to work, which leads to inefficiencies.

What if you could take that plan and automatically create a schedule based on the doctor's and hospital's needs that also considers how many patients need to be seen while ensuring labor costs don't negatively impact gross revenues?

Legion's AI-driven approach maximizes vet hours per patient and meets key performance indicators (KPIs) like annual revenue targets per DVM and client engagement. Legion's advanced demand forecasting and intelligent automation create optimal staffing plans, balancing doctor and hospital needs with patient volume.

Legion Demand Forecasting predicts how many doctors, technicians, and front office staff are needed at each location in 15-, 30-minute, or daily increments, then automatically creates the optimal staffing plan.

Legion WFM enables intelligent automation to automatically generate schedules that apply rules and constraints, such as scheduling policy rules, budgets, meal and rest breaks, availability, skills and certifications, and work role assignments. Warnings are automatically triggered during schedule creation if an edit violates configured rules.

A weighted score helps schedule creators assess if a schedule meets their objectives. With dashboards and tools, they can see if their edits are improving or reducing the quality of the schedule. For example, they can see how the schedule scores against the business' key goals, including staffing at peak and non-peak times, compliance, budget, and employees' availability needs.

Fill in Coverage Gaps and Give Employees Gig-Like Flexibility

Balancing the needs of various staff, including vets bound by rigid schedules influenced by their personal preferences, vet techs, whose schedules must coordinate with peak operational times and doctor availability, along with front desk staff, is nearly impossible with manual or legacy approaches.

With Legion WFM, you can automatically meet all those requirements while optimizing your workforce across locations to cover critical needs during projected peak periods while avoiding costly overtime, protecting profitability levels, offering employee flexibility, and delivering exceptional service to patients and their families.

Powerful, fully automated scheduling options enable you to share Vets and vet techs across locations, or states while ensuring scheduling policies and compliance rules are met. During schedule generation, employees can be automatically assigned across locations based on business needs and employee skills and preferences.

Legion WFM's Intelligent Automation ensures overtime, meal breaks, and other labor regulations are factored in across locations and jurisdictions.

Deliver a Better Employee Experience

Vet Clinic employees play a key part in making a difference in the lives of our pets. Employee experience is at the heart of delivering compassionate, quality pet care.

With Automated Scheduling, employees can share their preferences on when, how much, and where they work. They can easily access their schedules, request changes, pick up shifts at other locations, swap shifts, receive and respond to open shift requests, and request time off in the Legion mobile app.

Legion's intuitive interface enhances efficiency and improves the overall employee experience. Legion's mobile app has a 4.8-star rating across thousands of reviews in the app store. With the mobile app, you can also provide employees with valuable tools to enhance communications and enable them to access earned wages anytime.

Key Features

- Create accurate forecasts to predict staff needed for peak periods across all locations at 15-, 30-minute, or daily intervals
- Automatically generate optimal schedules that match hospital needs with employee preferences and skills, labor rules, budget constraints, and compliance rules
- Schedule Score helps managers assess schedule quality and ensure edits meet the factors most important to the business
- Adoption of schedule empowerment and consumer-like design of self-service capabilities drive engagement and reach—no new app to download
- Manage by exception with automated timesheet approvals
- Schedule-aware timesheets automatically assess schedule change premiums and highlight time clock-to-schedule variances
- Share kudos, build corporate culture, and empower employees with direct updates from management with modern employee communications
- Reduce avoidable attrition and check in regularly with polls and surveys that gather real-time feedback on employee satisfaction
- Legion InstantPay gives employees real-time access to their earned wages through the same mobile app they use daily

Increase Retention and Deliver Consistent Care

Low employee turnover rates contribute to a stable and positive work environment. This can significantly boost employee morale and job satisfaction. Happy and engaged employees are more likely to be productive, compassionate, and committed to their work, leading to higher-quality care.

Employee financial stress can contribute to lost productivity and increased turnover. Legion InstantPay supports financial well-being and increases retention with access to wages in the same app they use daily. They can see how much they will earn when picking up shifts and access those earnings immediately. Companies get quick adoption and time to value with no new apps to learn or IT projects required.

In a digital age where information is power, having robust communication capabilities in WFM applications is not just a 'nice-to-have' but a necessity. This is especially true when attracting a young workforce, where communication through modern technology is expected, not just preferred.

Legion combines employee-centricity with the power of intelligent automation to deliver modern communications tools. Employees can access consumer-grade chat, newsfeed, and announcements within their mobile app with an easy-to-use, intuitive interface to easily communicate and connect with peers and managers about everything from clinic updates to schedule swaps.

By coupling modern communications with optimized schedules, you can share kudos, build corporate culture, and conduct quick pulse surveys to get real-time feedback and engage employees.

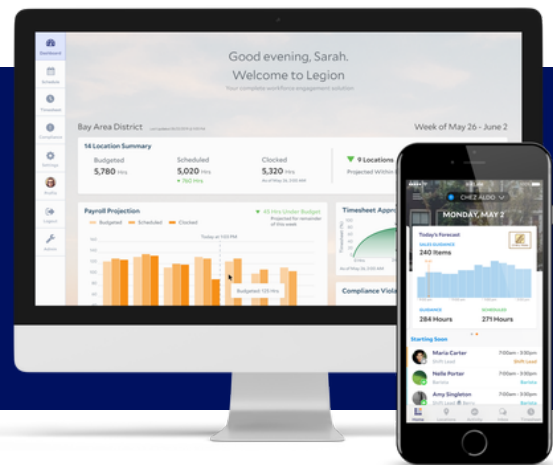
Benefits

- **Automatically match staff with clinic needs:** Predict how many doctors, technicians, and front office staff are needed for each location and automatically create the optimal staffing plan that matches employee preferences with clinic needs.
- **Minimize compliance risk:** Automatically factor in state, local, and federal compliance rules and ensure predictable schedules.
- **Increase coverage across states and locations:** Employees indicate the locations where they can work, and scheduling automatically fills coverage gaps while meeting all compliance requirements.
- **Enhanced emergency response:** Rapidly identify and automatically assign the right doctors for emergencies.
- **Schedule the best employee for the job:** See and schedule top performers during peak periods and schedule employees across multiple locations with built-in productivity metrics.
- **Empower employees:** Gig-like flexibility is automatically delivered. Give employees more control with automated self-service shift swaps and shift claims and the ability to define when, how much, and where they want to work and update their preferences anytime.
- **Intuitive, highly adopted app:** Loved by employees, our intuitive, modern app is highly adopted by our customers and has a 4.8 rating in the app store.

What Makes Legion Different?

Legion has a true partnership approach with customers focused on driving adoption and engagement with managers and employees. Legion delivers lightning-fast deployments across all locations at a fraction of the cost and time of other solutions using UI-driven flexible configuration and pre-configured built-in compliance rules and templates. Legion partners with you, focusing on driving adoption to help achieve your change management and employee adoption goals. With regular opportunities to collaborate with a peer community, customers can maximize the long-term value of Legion.

[Request a demo](#) to see Legion Workforce Management in action. [Learn more](#) about how Intelligent Automation powered by Legion WFM maximizes efficiencies and employee engagement simultaneously.



About Legion

Legion Technologies delivers the industry's most innovative workforce management platform. It enables businesses to maximize labor efficiency and employee engagement simultaneously. The Legion WFM platform is intelligent, automated, and employee-centric. It's proven to deliver 13x ROI through schedule optimization, reduced attrition, increased productivity, and increased operational efficiency. Legion delivers cutting-edge technology in an easy-to-use platform and mobile app that employees love. For more information, visit <https://legion.co> and follow us on [LinkedIn](#).

INTELLIGENT AUTOMATION | POWERED BY LEGION WORKFORCE MANAGEMENT