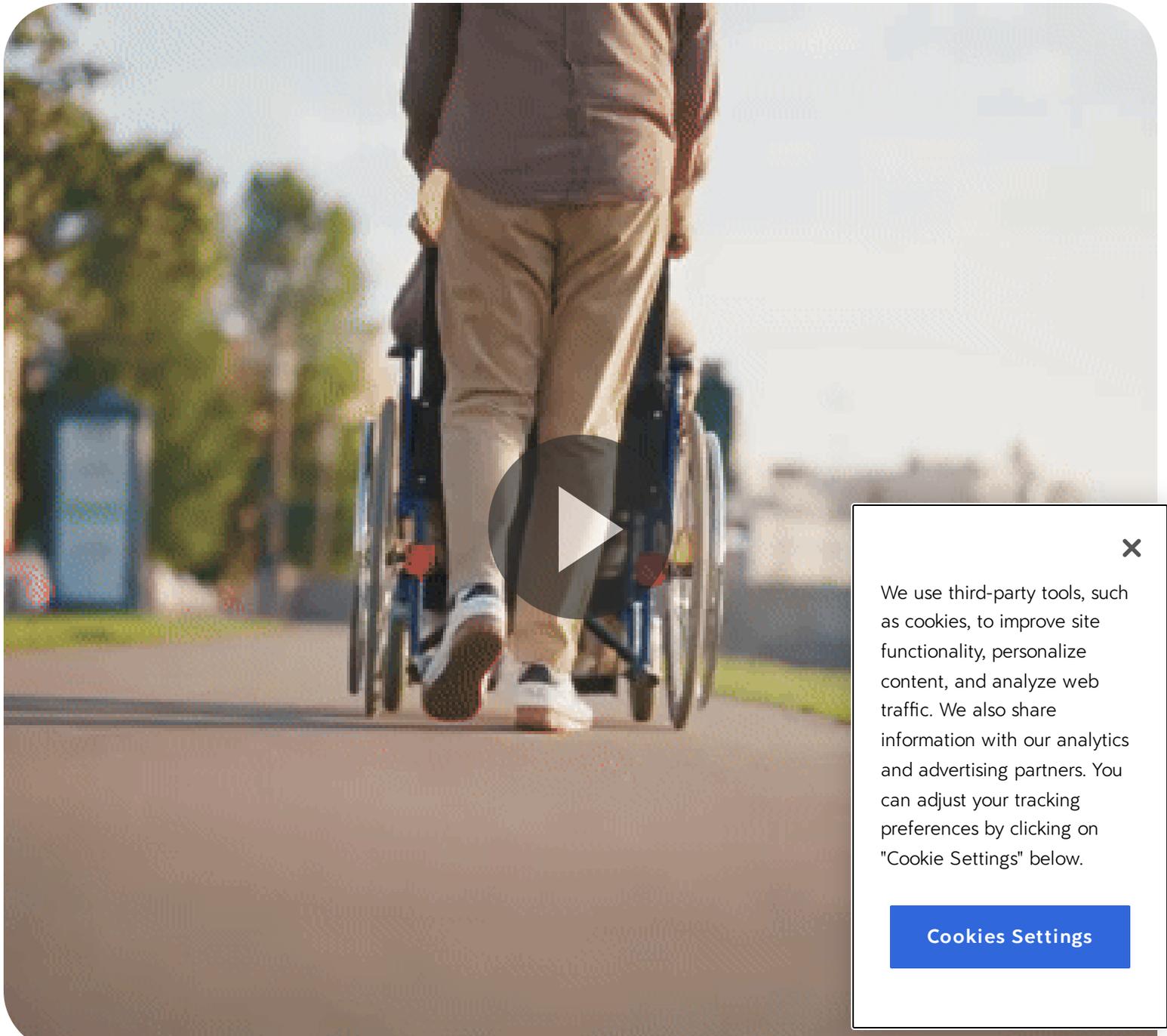CUSTOMER STORY

Creative Solutions in Healthcare scales compassionate care delivery

The largest skilled nursing facility in Texas builds people-first future through integrated payroll, data and workforce innovation with Dayforce.

63%

Reduction in time to hire

50–70%

Improvement in integrating acquisitions

Accelerated delivery of resident care

COMPANY

www.creativesolutionsinhealthcare.com

HEADQUARTERS

Fort Worth, Texas, US

INDUSTRY

Healthcare

PRODUCT USED

HR

People Experience

Dayforce Payroll

Time and Attendance

Integration Studio

Dayforce Workforce Management

Whether it's a comforting word, expert attention from a trusted nurse, or ensuring o
that staff can focus on residents — caring is at the heart of everything Creative Solut
does. As the largest independent owner and operator of skilled nursing and assisted

and leadership at CSNHC are dedicated to putting people first. The company manages a network of 176 facilities and a dedicated team of 14,500 employees, most of whom are hourly staff, delivering compassionate, individualized care to residents in need of support with daily life.

But with a vast and diverse workforce spread across the state, CSNHC faces some of the sector's toughest people challenges. Attracting and retaining staff, ensuring payroll accuracy, and integrating HR processes to streamline support are significant pressures. "The healthcare industry is a competitive beast," explains Chelsea Jordan, Vice-President of Payroll and Data Integrations, Creative Solutions in Healthcare. "Just getting and retaining employees is a major challenge."

Until recently, CSNHC managed its HR and payroll processes with a patchwork of disconnected systems. Hiring new frontline caregivers meant navigating cumbersome paperwork and manual data entry. For a company of its size and reach, these gaps weren't just time-consuming and frustrating; they stood in the way of providing seamless care to residents. And as the organization aims to double in size over the next five years, it faces increasing challenges in managing compliance risks within a highly regulated industry.

In an industry where small HR missteps can have a big impact on care quality, CSNHC needs to ensure the systems it uses to manage employees are tightly integrated and operate fluidly.

Caring for the carers: a single home for pay and time

To hit its growth targets, CSNHC designed an innovation plan focused on automating more of the onboarding process — helping to free up employees from acquisitions to focus on what really matters. The team wanted a solution that cut down on off-cycle payroll runs and retroactive fixes, while smoothly connecting payroll and time tracking with existing talent, compliance support, and benefits systems. When the team began searching for a solution, Dayforce technology stood out as a natural fit, not only because of the platform's functionality, but the way its people engaged. "It was their ability to connect on a personal level," says Jordan. "To Dayforce, I wasn't just a number — I was an individual trying to do more and do better for the people I worked for."

That approach resonated, and today CSNHC relies on Dayforce for Payroll, Time an[...] system integrations through Dayforce Integration Studio.

Bringing Pay and Time together in one system delivered immediate, significant ben[...] CSNHC's large workforce a single unified access point for all their needs. "Single sig[...] Jordan. Managers now have quick visibility into who's working where and can easily [...] needed — vital in a sector that commonly shares staff across locations. With Pay an[...] CSNHC can better ensure accurate, hassle-free payroll across sites, reduce manual [...] necessary data automatically.

Payroll, labor, and tax compliance have become dramatically simpler. The Dayforce [...] earnings, and locations in real time, mapping them directly to payroll codes and help[...] with ease. A centralized system helps CSNHC better manage compliance risks, mee[...] IRS requirements, and reduce the chance of errors or missed deadlines. In a heavily [...]

can now respond to audits with more confidence, knowing its information is more accurate from day one, and having direct access to professional support whenever needed.

Putting data at the heart of operations

Having timely and accurate data is essential to CSNHC's operations and strategic decision-making across its complex, sprawling network. "My favorite saying is 'good data in, means good data out'," says Jordan, a mantra that informs the rigorous auditing of every piece of information from the very first point of data entry. By combining this human oversight with the Dayforce platform, the team helps ensure the integrity of their workforce data, setting the stage for smarter insights and well-informed decisions.

With the real-time data and workforce analytics capabilities available within the Dayforce platform, CSNHC delivers highly customized, clean reports straight to its C-suite. The reports are tailored to show the exact metrics needed, meaning no more sifting through irrelevant numbers or waiting for delayed data. Through features like scheduled report deliveries via secure File Transfer Protocol (FTP) and flexible API integrations, executives gain streamlined access to the key performance indicators that matter most, on demand.

"Delivering that clean data to leadership, the customizations that Dayforce allows, is excellent," says Jordan. "I can go in and create a report from the very beginning and give them exactly what they need."

Beyond high-level strategy, with Dayforce technology, CSNHC can track and automate certain critical but previously manual processes. For instance, important tax credit reporting like Work Opportunity Tax Credit (WOTC) is now more automated, helping eliminate cumbersome phone calls and number crunching. Benefits administration — from pensions to payroll deductions — is streamlined to simple, one-click actions, helping reduce human error and free the HR team to focus on higher-value tasks.

Accelerating care delivery through integration

For CSNHC, staying ahead means constantly reimagining how technology can bring people and processes together, without losing the human touch that sets the company apart. As a large enterprise, the team knows that integrations are the reality of operating at such size and complexity. "Integrations, efficiencies, and technology are what drive me to be able to come back to work every single day," as Jordan puts it.
the Dayforce platform have become mission-critical for CSNHC. In a sector where e
to fluidly connect Dayforce technology with other key platforms, like its third-party
(ATS), has transformed the way CSNHC recruits, hires, and engages its workforce.

Before these integrations, it could take between seven to eleven days of manual da
between disconnected systems to get a new hire on board and into the system. No
CSNHC's applicant tracking system (ATS) directly to the Dayforce platform, profiles
onboarding process has been slashed to just three days, a 63% reduction in time-to
operational win, but it's also a direct line to getting compassionate caregivers in pla
faster than ever. Streamlined time management has freed managers to focus on nur
while Dayforce Hub's intuitive design has boosted adoption, lifted morale, and enha
making it the go-to portal for celebrating employee successes across all care sites.

A trusted partner in the continuum of care

It's no surprise that as an organization dedicated to people, CSNHC expects partnership to go beyond the transactional. With Dayforce, CSNHC has a dynamic, collaborative alliance that fuels growth, sparks innovation, and drives operational excellence, with the human element at its core. "It's been polished from the very beginning," says Jordan. "We've received nothing less than superior, superb customer support."

On a personal level, Jordan describes her own Dayforce journey as 'career-defining,' making work life better as much for herself as the business more broadly. With ambitions to double in size in the next five years, CSNHC needs a technology partner that matches its pace and vision. Based on the current results, Jordan and team are confident that Dayforce will not only keep up with, but anticipate what's ahead, empowering the organization to scale with more confidence.

The evidence speaks volumes. Integrating newly acquired facilities once took 45 days; now it takes just three weeks, a 53% improvement. That means faster access to workforce data, quicker payroll alignment, and smoother transitions, helping ensure caregivers are on the floor and supporting residents sooner.

Delivering compassionate care at scale

Looking ahead, CSNHC is eager to tap into Dayforce's future capabilities, from artificial intelligence to deeper third-party integrations and enhanced payroll functions. This forward-thinking alliance means that as the company grows and the demands of the sector evolve, CSNHC has no doubt that Dayforce will continue to be a key platform, helping harness technology to support its people, optimize operations, and deliver compassionate care at scale. "As we continue to grow as a company, in this industry, across the State of Texas, our relationship with Dayforce is going to be more important than ever before," says Jordan. "Our partnership is empowering, streamlining the way we work, and elevating how we lead the industry. Together, we're not just embracing the future — we're shaping it one employee connection at a time."

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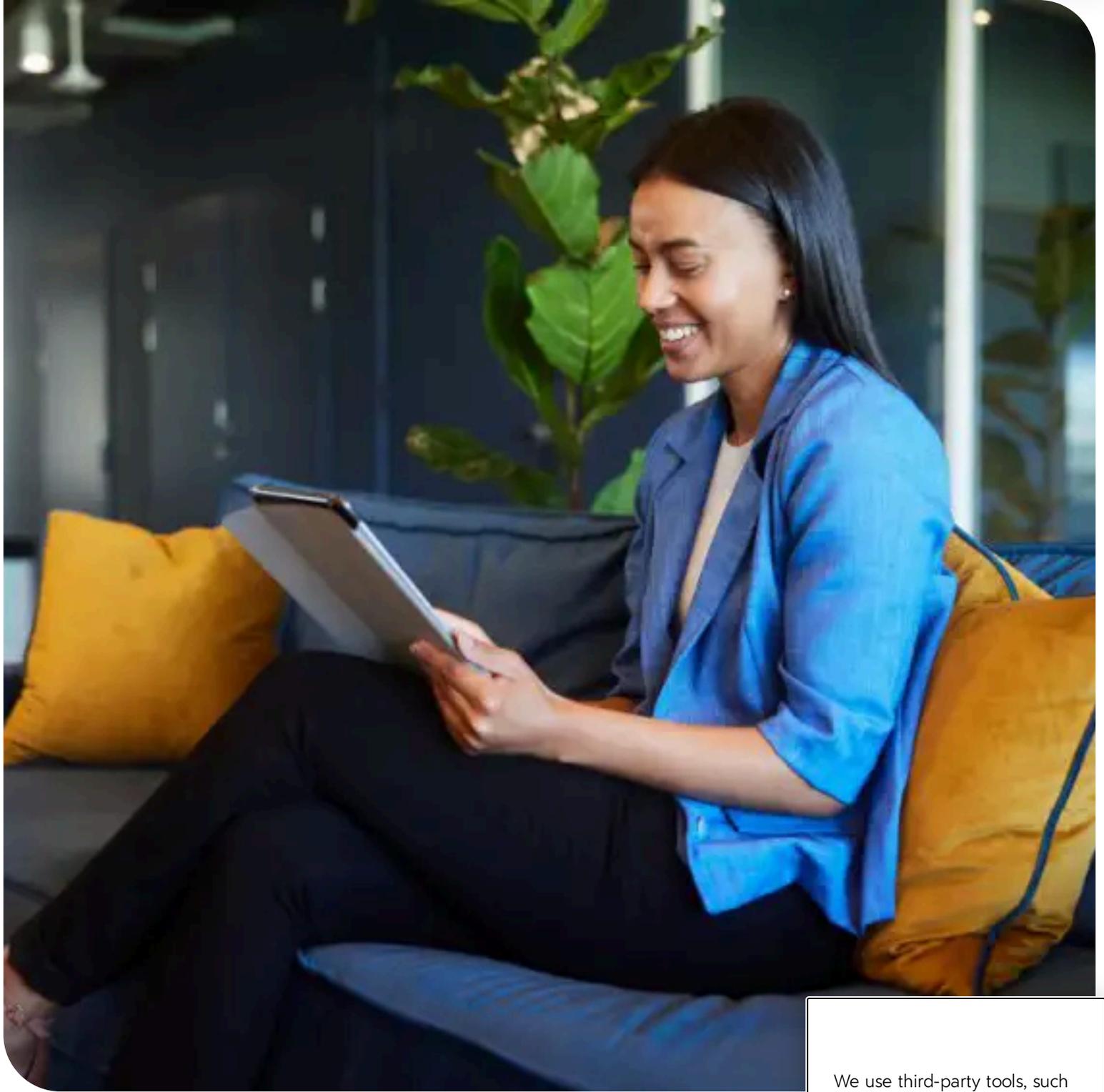
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