M7 | ScionHealth

Turnover Is Down. Nurses Are Staying. ScionHealth's Community Hospitals Show What's Possible with M7.

Across ScionHealth's community hospitals, 2,220 nurses and clinical staff are logging into M7 regularly to claim open shifts, set their working preferences, and manage their schedules with a level of transparency and autonomy that's changing how they feel about where they work.

When surveyed, **63% of staff across the network agree that M7 plays a role in their decision to remain at their current job.**

That's what it looks like when a scheduling platform earns the trust of the people using it every day.

About ScionHealth

ScionHealth is one of the largest and most geographically diverse acute and post-acute healthcare providers in the US, operating 65+ hospitals spanning LTAC and community hospital campuses serving both urban and rural communities. Built with a mission to champion exceptional and innovative care for complex patient populations — workforce management, scheduling equity, and nurse retention are central operational priorities.

Community Hospital Campuses

- Andalusia Health
- Carolina Pines
- SageWest
- Vaughan Regional
- St. Francis-Emory

At A Glance

5 Facilities	**2,220** Active Users	**50%** Daily Active Usage (DAU)
90% Monthly Active Usage (MAU)	**93%** Staff satisfied or very satisfied	

The Story

Retention is one of the most meaningful outcomes a health system can achieve and one of the hardest to sustain. ScionHealth's community hospitals have been building toward it, and M7 has become a meaningful part of how they're getting there.

The partnership across these five facilities isn't just about scheduling efficiency. It's about giving nurses tools that respect their time, account for their preferences, and make it easier to show up for the job they chose. When that happens consistently, the results speak for themselves.

Vaughan is one of those community hospitals, where retention became a measurable outcome.

Vaughan Regional Medical Center went live on M7 in September of 2024. Over the following year, monthly turnover declined by 35%, a meaningful, sustained improvement that held even through seasonal fluctuations.

And when staff were asked directly whether M7 played a role in their decision to stay, **72% agreed or strongly agreed**.

That number stands out. It reflects a team that has genuinely made M7 part of how they work. Nearly 300 users, with an NPS of 70, consistently engaging with the platform. It also reflects something ScionHealth has prioritized: creating a scheduling experience that nurses feel good about.

35% Monthly turnover reduction	**72%** Staff say M7 played a role in staying
~300 Active users at Vaughan	**NPS 70** Vaughan NPS score

What Staff Value Most

When nurses and clinical staff across the community hospitals were asked what they loved about M7, three things rose to the top:

1. **The ability to input shift preferences** — communicating what works for their lives before a schedule is ever built.
2. **Requesting open shifts** — picking up extra work on their own terms, directly through the app.
3. **Viewing shift details** — having full visibility into their schedule so they can plan with confidence.

These features put scheduling control in the hands of nurses. That sense of ownership and transparency is what drives the satisfaction scores and, the data suggests, the decision to stay.

> **"Best scheduling software I've used as a nurse. Good UI, very easy to navigate without much training, and I like the design."**
>
> RN, St. Francis

> **"Very user friendly. I appreciate the text messages from M7 and our hospital with open shift needs and general communication."**
>
> RN, SageWest

Schedulers Are Winning Too

Staff satisfaction doesn't happen independently of the people building schedules. At ScionHealth's community hospitals, schedulers have found meaningful time savings and a tool they're genuinely enthusiastic about.

33%

Reduction in schedule creation time — up to 5 hrs saved per schedule

21%

Reduction in daily staffing change time — 60 min back per day

82%

Agree M7 helps them build better, fairer schedules

48%

Increase in satisfaction vs. previous tool

When schedulers have tools that make their work feel manageable and purposeful, they build better schedules. And better schedules create the predictability and fairness that nurses notice and appreciate.

> **"M7 has been a huge improvement to our scheduling process. I am very happy with M7 and all the options that are provided. Customer service has been top notch also."**
>
> Director/Scheduler, Vaughan

The Results

Staff satisfaction	**93% satisfied or very satisfied**
M7 influence on retention	**63% across community hospitals**
Turnover	**27% reduction**
Monthly active users (MAU)	**90%**
Daily active users (DAU)	**50%**
Schedule creation time	**33% reduction**
Daily staffing change time	**21% reduction**
Scheduler satisfaction vs. previous tool	**+48% improvement**

What Came Next

ScionHealth's community hospitals demonstrate what it looks like when a health system invests in the scheduling experience of its nurses.

M7 gives health systems the tools to create scheduling experiences their nurses trust. At ScionHealth's community hospitals, that trust is showing up in the retention data.

What started as a partnership focused on workforce priorities at ScionHealth's specialty hospitals has grown into something larger — M7 is now deployed enterprise-wide across ScionHealth, supporting the full breadth of how they manage their clinical workforce.

