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Eating Recovery Center

CUSTOMER STORY

# How ERC uses Medely to combat staff burnout

Eating Recovery Center uses Medely to cover shifts, protect patient trust and say yes to PTO requests.



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| Eating Recovery Center (ERC) Pathlight | Plano, Texas | Behavioral health and eating disorder treatment |

# Executive summary

## At a glance

**ORGANIZATION**

Eating Recovery Center (ERC) Pathlight, Plano, Texas

**LOCATIONS**

Plano, Plano Legacy and Plano Baylor

**CARE SETTING**

Behavioral health and eating disorder treatment

**FEATURED**

Tiffani Tobe, Director of Nursing

## The challenge

When CNA shifts opened at the last minute, ERC Pathlight's Plano team relied on overtime, leaders working the floor and pickup bonuses that were hard to take back. Bringing a new behavioral health technician from interview to working on the floor alone took two to three months. In eating disorder care, a rotating cast of unfamiliar staff also puts patient trust at risk.

## The solution

Tiffani built a small PRN bench of CNA's from Medely's marketplace, who know her patients, units and routines. She uses Medely's favorites feature so her regular pros see her shifts first, and she adds or cuts shifts week by week as census changes.

## The results

Medely pros now work like part of the team, and patients recognize them by name. Tiffani's next goal is to use that bench to approve more PTO and day-off requests for her own staff.

**524**

shifts worked by 16 Medely pros since January 2025

**146**

shifts worked by one Medely CNA

**10 min**

typical time to book a per diem CNA shift



**"It's allowing us to give flexibility to our own staff. It's allowing us to prevent staff burnout, especially in an area of healthcare that can be so draining."**

Tiffani Tobe, Director of Nursing, ERC Pathlight

Tiffani Tobe wants to say yes when her staff ask for a day off. As Director of Nursing for ERC Pathlight's Plano locations, she oversees the nursing team and the behavioral health technicians (BHTs) who provide hands-on patient care in an eating disorder treatment program. Her staffing plan for 2027 centers on a small PRN pool of Medely CNAs who already know her patients, her units and her routines.

> **"I could foresee us going in that direction a little bit more to have that bucket for better PTO approval for our current staff. Being able to be a little bit more flexible with PTO requests and day-off requests to prevent the call-outs and still maintain the staffing that we need."**

## Before: overtime, bonuses and a slow pipeline

Getting there took about a year and a half of adjusting how her team works with Medely.

When a CNA shift opened at the last minute, the Plano team covered it with overtime, or members of the leadership team stepped onto the floor themselves.

**"We used a lot of staff overtime primarily, or leadership would be stepping in to fill those staffing gaps."**

Upper leadership sometimes approved pickup bonuses to fill the schedule. Those bonuses solved one week's problem and created a longer one.

Tiffani saw that the organization was already paying a premium for coverage, one way or another. That realization opened the door to outside staffing support.

**“When you take those bonuses away, now nobody wants to pick up any extra shifts unless we’re willing to give them something additional.”**

The gap grew when ERC Pathlight slowed backfilling during a lower-census period. Bringing one new BHT from interview to independent work on the floor takes two to three months. Many BHTs are students, so their availability shifts with each semester. Each time the team added someone, another person’s schedule would change.

## WHY CONSISTENCY MATTERS IN EATING DISORDER CARE

In Tiffani’s setting, a rotating cast of unfamiliar staff carries a clinical cost. Patients in eating disorder treatment build trust with the people who care for them every day, and staff need to understand what is appropriate to say to patients. What would be considered comforting words on a med-surg floor can cause harm here.

When Tiffani moved into the director role, she reorganized BHT staffing so each tech stays on the same unit. She follows the same rule with per diem clinicians whenever she can.

> **“Familiar faces go a long way with our population because of the sensitive nature of their background and of the things that they’re struggling with and managing. They do build rapport with those staff members over time and tend to see them as their safe space.”**

# A PRN bench that works like part of the team

Today Tiffani calls on a small group of Medely CNAs who know the facility and come in at least once a week.




Since January 2025, 16 Medely pros have worked 524 shifts at ERC Pathlight's Plano locations. Several CNAs have been with the team for close to a year. One has worked 146 shifts, and three others have worked between 58 and 74 each. Tiffani has watched them grow into the work.

**"Essentially, now I have a little PRN CNA bank over here that I call on, and they still are here at least once a week, if not more. Now they're pretty much on the team."**

> **"Everybody goes through the phase of learning the ropes. All of the CNAs have been really receptive to that feedback, and now they're getting staff shout-outs during community meetings from patients, where it's like, 'Oh, we love that CNA.' They're no longer the new nurse, they're the one getting the shout-out and the accolades."**

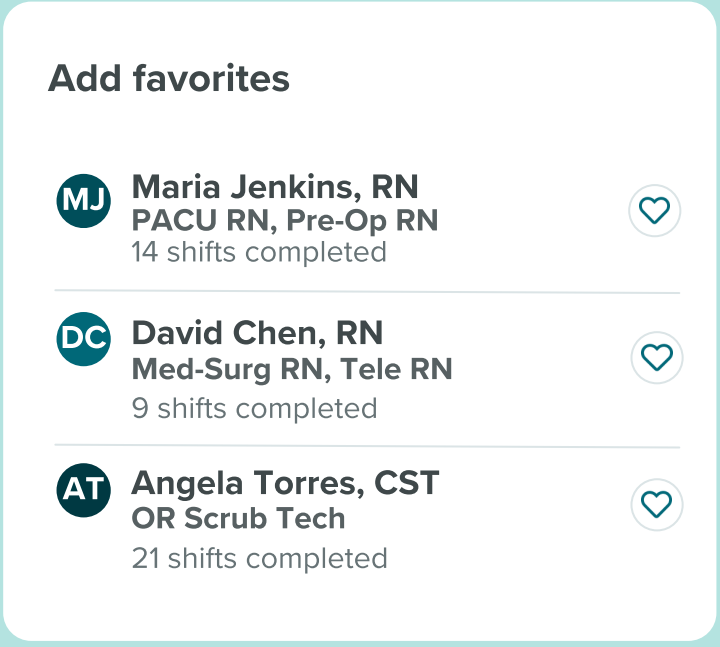
## Utilizing favorites for consistency

The day-to-day process is simple. Tiffani uses Medely's favorites feature so her regular pros see her shifts first.

**"I just text them, 'Hey, I just posted a shift for you.' You have eight hours to pick it up. Otherwise it goes out to the world. I always want to bring in favorites first."**

When a shift opens to the broader Medely marketplace, it fills fast. Since late September, per diem CNA shifts at the Plano locations have typically booked in about 10 minutes.




Tiffani has worked with traditional contract nursing at past employers. She points to Medely's ease of use as the biggest difference.

**"Medely's been probably the easiest to utilize as far as how to onboard staff, how to do the interviews, how to get people scheduled. In the world of staffing, where things can get really complicated, it's a simple process."**

> **“You’re not stuck into this massive contract with one single person. You can be really flexible and create flexible schedules that actually work.”**

Tiffani’s team didn’t start with a PRN bench. When the staffing deficit was at its worst, she booked Medely CNAs for three shifts a week in eight-week blocks, then reevaluated the need at the end of each block.

As her internal BHT staffing stabilized and census dipped, she needed fewer committed shifts. She scaled back the schedule for one CNA, then moved her regular pros to PRN status. That let her keep the relationships she had built without guaranteeing hours she couldn’t use.

The PRN model also fits the rhythm of her census. Child and adolescent volume tends to drop when school starts and pick up about a month later. Insurance issues can lower census around the holidays and at the start of the year, and spring and summer usually run busier. With a PRN pool, Tiffani adds or reduces shifts week by week.






## What’s next?

Tiffani plans to grow the pool, starting with a few PRN CNAs for day shift. Because her patient population has so many nuances, she wants each new Medely pro to spend a stretch of time on consistent shifts before moving to PRN status.

**“I’d like to establish an even larger PRN bucket of Medely employees, after they complete our orientation process. Come consistently for a period of time to get to know our patients, get to know the setup, learn all those nuances, and then transition to more of a PRN basis.”**

Tiffani also aims to offer each PRN pro at least one shift a week so they stay familiar with the routines and the patients between busier periods. The payoff is room for her own team. A trusted PRN bench means Tiffani can approve PTO and day-off requests without leaving a unit short or asking someone to work another extra shift.

“Medely is like having a separate toolkit for when I'm in a real pinch. I can call on the professionals I trust, give my own staff the flexibility they need, and prevent burnout. That creates a better culture for our whole team.”



Tiffani Tobe, Director of Nursing, ERC Pathlight

## Build a bench your team can count on

See how Medely helps facilities fill shifts with pros who know their patients.

Get started