Brightly

A Siemens Company

New Tools and Elder Care: Smarter Asset Management for Senior Living Communities

Diverse needs, diverse challenges

When you consider senior living communities, there can be many different elements: communal areas, individual residencies, high-usage equipment, and more. This means that the maintenance and operations (M&O) departments tasked with the care of these grounds and the assets on them have a lot to cover.

From individual work orders, assets, and health & safety tasks to preventive maintenance, inventory, and security rounds, the task lists are long, while the nuances of the jobs are complex. Without the correct tools for the job, it can't be easy to look after a senior living community and keep it running smoothly.

For M&O teams, investing in the right technology can make all the difference. Asset management solutions designed specifically for senior living can give maintenance professionals the insight, organization, and tools necessary to optimize operations to foster healthy communities for residents and staff.

To illuminate how a modern solution like **Brightly TheWorxHub™** can help facilities managers and their teams promote resident health and safety while maximizing their operations, we've gathered the top questions you should ask when choosing an operations management solution for this exact scenario, including:

How can this solution help drive my community's reputation?

How can this solution help increase on-the-go mobility of my facilities team?

How can the solution grow to meet the growing demands of your residents?

How will this drive more informed decisions?

I.

How can this solution help drive my senior living community's reputation?

Senior living is unique in that there are two very different sets of customers — the residents who live within the communities and their friends or family members who visit them.

The appearance of community grounds reflects the care inside

Aesthetics may not be the first thing you think about when contemplating operations management, but in the case of these communities, it might as well be the most important. How well your grounds and facilities are taken care of is indicative that operators care about residents — and can play a big role in NPS scoring and reputation. When your residents' friends or family come to call, putting your community's best face forward is a must.

From crisply manicured grounds and clean interiors to safe everything — including smooth sidewalks and roads, non-ripped carpets, and dining furniture in good condition — your M&O teams need tools that can help schedule routine maintenance and cleaning into their busy workdays.

The operational equipment you can't see? That must work well, too

Whether it's the HVAC and air filtration, the plumbing, or even the electrical, the building assets that aren't front and center are just as important as the trimmed bushes or clean hallways and rooms. Preventive maintenance practices can go a long way to proactively address various assets' maintenance and care needs within senior living communities. Your teams can minimize safety and financial risks of unexpected breakdowns and disruptions by establishing regular schedules for inspection, servicing, and upkeep of high usage equipment, infrastructure, and facilities.

Preventive maintenance ensures residents' safety and well-being and contributes to their overall satisfaction by providing a reliable and comfortable environment. Additionally, it helps extend the lifespan of assets, reducing the long-term costs of replacements and repairs. Your M&O teams need the right tech to enable this proactive approach — to deliver high-quality services and maintain a positive reputation among residents and their families — all while driving your bottom line.

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Can your solution help track resident preferences?

Never underestimate the power of being able to document…well, everything. Your residents have plenty of preferences and requirements that when remembered and consistently met make all the difference in the world. For example, it can be helpful to record insights such as:

→ Knowing to knock and ring the bell before entering a residence.

→ Knowing not to enter a residence during certain hours.

→ Knowing to exercise caution if a resident has a furry friend.

As various teams interact with these special customers, investing in a solution that tracks these details — those little details that really matter — can be both a time saver and a friend-maker (which is always helpful to yield a satisfied resident).

Shine a Brightly light on your assets to drive your community's reputation

At Brightly, we have a long, proud history — over 20 years' worth — of working with senior living communities. That's why we created a robust operations management solution with this industry in mind. Our powerful technology, like TheWorxHub, can integrate with most resident portals and gives community teams the tools to ensure buildings and campuses stay clean and safe, tracking every important detail along the way.
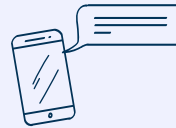
Support staff with access to centralized resident data

Since the COVID-19 pandemic, staffing challenges have remained at an all-time high, forcing retirement community employees to work double-time to ensure resident satisfaction. Equipping workers with a mobile app so they can access your resident preferences while on-the-go means they always have the information they need for every encounter.

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II.

How can this solution help increase on-the-go mobility of my facilities team?

Your M&O teams have a lot on their plate. The right asset management solution will have a mobile app that helps make completing projects easier and more efficient.

The many tasks in an operations professional's day-to-day

Work orders, safety standards and maintenance tasks, and inspections, oh my! Your M&O departments are literally covering a lot of ground — especially if we're talking about an expansive community with varying levels of residencies or care offerings. If whiteboards and clipboards dictate each day, your team might be overusing one of your most valuable resources: time.

When you're trying to boost productivity and efficiency, a cloud-based system and mobile app are two of the most important tools in your operational professional's belt.

Communication is an essential operational component

When it comes to senior living facilities or communities, communication is a mission-critical component for achieving resident satisfaction. However, when you have limited M&O team members available to complete projects, they need a tool that makes it easier to track activities and divvy up workloads. An asset management solution with a mobile app can help operational departments efficiently cover more ground — even amidst today's prevalent staffing challenges.

A mobile solution your teams can use, even as your community expands

With today's technology, many solutions offer a mobile component. But many mobile apps are not user-friendly for in-field use, or built to accommodate expansion, which can result in lowered adoption rates. Your teams need tools, including your asset management solution, that are straightforward to use and simplify complex processes — especially if your community intends to increase its footprint.

BrethrenVillage

Is paper slowing your M&O department down?

If your team's centralized hub consists of everything tracked on spreadsheets or paper, your technicians waste precious daylight trekking back and forth between issue and home base or sifting through paper requests, inspection reports, and other analog administrative components. A cloud-based asset management solution with a powerful, easy-to-use mobile tools can digitize all those details, so your teams have exactly what they need to accomplish tasks while out and about.

As a bonus, trading paper for the right solution can even increase accountability, just like how Brightly helped Brethren Village Retirement Community in Lancaster, Pennsylvania.

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The team likes the scheduled work orders because they don't have to remember them; it's much easier to do the work and get inspections done on time. When we have escalations or calls from staff or residents, [our facilities coordinator] has at her fingertips all of the information of what happened, like the signature(s) and completion notes. That cuts down a lot of time because she doesn't have to track down a technician for an answer."

Dale Weaver, VP of Facilities and Technology, Brethren Village Retirement Community

Power your on-the-go operations teams with Brightly

At Brightly, we help M&O teams inject much-needed mobility into their operations by leveraging our operational management software. Using a solution like TheWorxHub helps teams increase turnaround times and productivity by nearly 10% and provides M&O teams access to crucial information and work orders — from anywhere their day takes them.

TheWorxHub mobile can simplify operations and improve productivity by:

→ Reducing trips between care units and buildings, for additional work orders and requests.

→ Tracking service times, to better inform bill backs and cost capture.

→ Updating workflows and inspection requirements with minimal clicks.

→ Ensuring adoption on the front line through an intuitive and familiar-feeling interface.

PRESBYTERIAN SENIOR LIVING

Mobility and compliance improved for Presbyterian Senior Living

When Presbyterian Senior Living was tired of utilizing maintenance software that was antiquated and "very difficult to use," they looked to Brightly for a system that would help them with compliance and give them better visibility and mobility.

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Technicians can access the information they want a lot faster than they have ever been able to in the past. By being across our entire enterprise it allows flexibility in our staff to move from site to site, and I don't lose any type of a knowledge base or have to retrain anyone. [Also, compliance tasks were] the kind of things that in the past had been written down on a paper calendar and potentially forgotten about. Now, we actually build it as a PM, and it can help us stay healthier from an inspection standpoint with the governing authorities."

Casey Jones, Corporate Director for Environmental Services/Plant Assets/Risk, Presbyterian Senior Living

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Read the full story of how Brightly helped Presbyterian Senior Living upgrade to in-the-field technology to improve operations.

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How can the solution grow to meet the growing demands of your residents?

Some tools boast robust capabilities, but can they really do what you need them to? From streamlining transportation requests and services, updating room bookings, enhancing building security to tracking work orders and housekeeping, you need a complete multi-department solution designed specifically for your teams and community. Keeping resident satisfaction up, even while your community changes.

For senior living, you need to invest in a software that can streamline operations while improving resident satisfaction — for when your footprint and residents' needs grow. Look for a solution with a resident-friendly portal and interoperable modules such as housekeeping, transportation, and security so you can continue to serve your community even as it evolves.

As your community grows, don't forget about compliance

Compliance challenges for senior living communities with designated healthcare facilities can include navigating a complex web of healthcare and safety regulations, including data security regulations like HIPAA — while facilitating maintenance and inspections — all while often doing it all with limited human resources.

Medical facilities must keep detailed records of maintenance activities, inspections, and asset history to meet regulatory requirements. A complete multi-department solution designed for senior living should centralize all your information, including compliance-related data, so you're never worried about missing a single piece of documentation.

Your solution should help you provide a resident-first approach

At the end of the day, whether your community is aggressively expanding or simply trying to provide a safe and healthy home for its current capacity, the right tools can make all the difference. Look for a "white glove" service solution that can enable a high-touch, personalized service model that keeps residents and their families happy and informed, while keeping you steps ahead of your competition.

The Brightly approach to resident happiness

After 20 years and counting in the senior living industry, we believe that operational efficiency is the secret to resident satisfaction. TheWorxHub drives productivity, improves decision-making visibility, and boosts the bottom line while delivering high-touch, personalized experiences that drastically improve the health, safety, and satisfaction of every resident.

With **Brightly TheWorxHub,** you gain:

→ A user-friendly, cloud-based operations management solution that goes beyond maintenance to drive resident satisfaction.

→ Integrated, multi-departmental modules that support your residents' experience — such as housekeeping, security, and transportation.

→ Software backed by over two decades of delivering innovation and service to communities like yours that can integrate with most resident portals.

ROYAL OAKS

An all-in-one solution for Royal Oaks Retirement Community

When Royal Oaks — an age-restricted retirement community of Sun City, Arizona, that's home to ~900 residents with restaurants, performing arts venues, fitness center, hair salons, billiard and ping pong centers, and a library — wanted a software program that would centralize the management of maintenance, transportation, inventory, and other back-office tasks to streamline operations at a growing number of facilities, Brightly provided just the solution they needed. **(See it in action)**

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I was sold on the product because it was so customized for senior living. And the best thing about TheWorxHub is the world-class customer service."

Sarah Weddle, Warehouse Supervisor and CMMS Administrator, Royal Oaks Retirement Community

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Read the full story of how Royal Oaks streamlined facilities management and maintenance with Brightly.

Does your solution improve your decision-making capabilities?

Senior living communities are complex blankets of facilities, people, and other factors connected through one common thread — data. Decision-makers need tools that can help make sense of all the available information to make the best possible choices for the ecosystems under their watch.

A solution designed for senior living

Sure, there are plenty of asset management solutions available on the market, but not all of them were created specifically by experts with decades serving the senior living industry. From compliance codes embedded into work orders, resident request channels for room repair needs, and repair time tracking ensuring that the technology you choose can capture the kind of data you need for smarter and more efficient operations is an imperative in today's competitive environment.

Can it work off the shelf?

It's a familiar story: your senior living community needs an asset management system that was implemented yesterday. For many leaders, there aren't many resources available to spend molding whatever option is available into the solution you want it to be. You need something that can combine mobility, centralization, govering health & safety standards, and robust reporting into one, easy-to-use cloud-based platform — and is ready to go now, not multiple months or years later.

Dashboards with built-in reports can help simplify complex data at a glance

Whether you want predefined KPI dashboards or automated reports for insights down to the building or portfolio level, or are looking to quickly assess your high-risk community assets, as a decision maker, you need an asset management solution with dashboards that can be customized to the views you need to make confident decisions – and quickly.

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Want to make sense of your data? Try Brightly

Leaders who want to stay organized, streamline operations, and reduce costs trust Brightly. Our solution provides real-time data, analysis, and reports for work order reports, building assets, staff productivity, costs, service bill back reviews, and response times down to the building and portfolio level.

With TheWorxHub, you can:

→ Access predefined KPI dashboards.

→ Leverage dynamic business intelligence visualization tools.

→ Utilize anonymized senior living-specific benchmarking data.

CLARK

Overall operational improvements and visibility for Clark Retirement Community

Clark Retirement Community went from having no data and reporting to sharing their total number of work orders, completion rates, and other data points with executives to get buy-in for hiring and asset replacement decisions — all thanks to a little help from Brightly.

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We were at that fork in the road of, 'Should we continue the old-fashioned way or embark on something more current that we can grow into and grow with?' Now, we can accurately and intelligently speak to when [work] will be done and by whom…This is a very concrete tool to help us make those decisions."

Justin Stonehouse, Manager of Facilities & Capital Projects, Clark Retirement Community

Read the full story of how Clark Retirement Community unlocked new efficiencies by choosing TheWorxHub by Brightly.

Help residents live long, healthy, satisfied lives with Brightly

For senior living, operations management can be complex. That's why M&O teams trust Brightly to help improve service and resident satisfaction. We have deep experience in the senior living industry (1k+ communities strong) giving operators modern, digital tools for the strategic decision-making that keeps these communities flourishing.

Our software can efficiently manage everything your operational team encounters, from work orders and resident requests to preventive maintenance and security. Our solutions help our customers:

→ Stay on top of resident preferences to support satisfaction.

→ Boost margins with smarter maintenance that prolongs asset life.

→ Build smarter budgets with ease using data and built-in reports.

→ Improve communication throughout the community while optimizing operations.

Are you ready to use your senior living community's data for smarter operations that drive resident satisfaction? **Schedule a call with an expert today!**

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About Brightly Software

Brightly, a Siemens company, enables organizations to transform the performance of their assets. Brightly is the global leader in intelligent asset management solutions. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 customers of every size worldwide depend on Brightly's complete suite of intuitive software—including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit **www.brightlysoftware.com.**

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