Client Success story

Why TheWorxHub is a "Game Changer" for Holland Home's Senior Living & Care Facilities

Client

Holland Home

Location

Grand Rapids, Michigan

Vitals

Nonprofit senior living and care organization with:

- 3 campuses providing various levels of care including independent living, assisted living, skilled nursing, rehabilitation, memory care, and hospice

- More than 2 million sq. ft. of facility space

- 13 maintenance techs

Results

Using Brightly's TheWorxHub, Holland Home has been able to:

- Streamline daily work, from work order management to reporting and planning

- Improve service to residents, their families, and caregivers

- Enhance reporting capabilities and greatly reduce the number of open work orders

Brightly

Background

Originally founded in 1892, Holland Home has a long history of caring for seniors in Michigan. As the organization has grown, maintaining the facilities has become increasingly complicated. In 2021, leaders chose to implement Brightly's TheWorxHub to help manage facility maintenance—and the team has found the program to be intuitive and easy to use.

Rachel Bowman, Facilities Office Manager, joined Holland Home in 2022 and although she didn't have an operations background, TheWorxHub made it easy for her to acclimate. "The software is very easy to learn and extremely user friendly with point and click," she says. "We have workers who are in their 60s with little software experience and in their teens with no work experience, and it's super easy for all of them to learn and understand."

"

The software has been life-changing for me, but everyone in the office uses it all day long. I don't know how I would do my job without it.

"

Rachel Bowman
Facilities Office Manager, Holland Home

Streamlining Daily Work

When Bowman gets to work each morning, she opens TheWorxHub on her computer, and doesn't close it out until the end of the day. "Everyone I work with does the same thing," she says. "You need it all day long."

Bowman and her team use TheWorxHub to run reports, add or update work orders, look at individual maintenance technicians' workloads, and other tasks. "Whether you're looking for resident information or the history of work orders on the unit, all that information is available in one program," Bowman says.

Maintenance technicians log into the system from the field, operations staff manage daily work in TheWorxHub, and finance department members use it to run financial reports. "The software has been life-changing for me, but everyone in the office uses it all day long," Bowman says. "I don't know how I would do my job without it."

Improving Service

Holland Home has long focused on customer service, and TheWorxHub helps the organization to provide even better service to its residents and their families. Some staff members from throughout the campuses can remotely enter work order requests and include necessary details, and Holland Home is working to make it possible for residents to input work order requests too. TheWorxHub makes it easy to provide accurate updates about any work order.

"As long as the system is being used correctly and everyone is putting in notes as they should, the program is intended to allow us to be able to provide the best level of customer service," Bowman says. "The resident or their family member or a nurse from the floor can call in and get all the information they need. They don't want to just hear, 'that work order was completed.' They want to know exactly what was done, who did the work, and the date. All that information is right at your fingertips in TheWorxHub."

Accessing Data and Reports

At its monthly operations meeting, the Holland Home team focuses on tracking key performance indicators. TheWorxHub allows the team to easily pull data to track its progress, such as the frequency of certain types of work orders, the average number of return trips required to complete work orders, and the average length of time for open work orders at each campus.

Bowman once launched a competition between the three Holland Home campuses based on TheWorxHub data. She tracked and charted the average number of days work orders were open at each campus on a monthly basis. The team with the lowest number of open days won candy bars at the end of the quarter and a pizza party at the end of the year. The data was easy to pull from TheWorxHub, and the competition resulted in a decrease in the number of open work orders.

Holland Home has also used TheWorxHub data to report to the C-suite about labor issues. "We can easily track the number of work orders each maintenance tech is working on per day, and the number of hours they're spending on each job," Bowman says. "The reports make it clear that we don't have enough staff for the number of hours these jobs are taking."

As a result, the organization was Brightly Software's data to hire additional staff when needed like an HVAC technician.

> "
> We can easily track the number of work orders each maintenance tech is working on per day, and the number of hours they're spending on each job. The reports make it clear that we don't have enough staff for the number of hours these jobs are taking.
> "

Working With Brightly

If a peer in the senior living industry asked Bowman about TheWorxHub, "I'd ask them why they aren't using it," she says. Not only does the software change the game for managing senior living facilities, but the support and customer service have made the experience of using the software more enjoyable, Bowman says.

"In any industry, what matters is your relationship with customers and the connections you make, and I would say that's what Brightly does best," Bowman says. "Everyone I've met at Brightly makes you feel like you're family."

Learn more: brightlysoftware.com

About Brightly Software

Brightly Software, a Siemens company, enables organizations to manage the entire lifecycle of their assets, facilities and infrastructure. As the global leader in intelligent asset management solutions for more than 25 years, Brightly's sophisticated cloud-based platform is expertly designed to improve capital planning through smarter, data-driven decision making, empower technicians to predict, prioritize and manage preventative maintenance activities, and support organizations to achieve sustainability, compliance and efficiency goals. Combined with award-winning training, legendary support and managed services, more than 12,000 clients worldwide depend on Brightly to optimize their teams, operations and strategic planning initiatives. For more information, visit brightlysoftware.com

info@brightlysoftware.com   /   brightlysoftware.com

Brightly
A Siemens Company