Brightly

Healthcare

Client Success Story

Measuring What Matters: How a Senior Living Community is Centralizing Work Order Data to Improve Resident Experiences

Location

Midwest, USA

Vitals

Luxury senior living community with:

- 1 million square feet of residential and living space
- Three towers, extensive amenities, and indoor and outdoor areas
- Approximately 30 maintenance technicians and housekeeping staff

Results

Using Brightly's TheWorxHub, the client was able to:

- Shift towards a 60/40 split between preventive and reactive work orders through improved KPI tracking
- Enhance the experience of its 400 residents by streamlining cleaning schedules and automating work requests
- Support current and future maintenance leaders with training opportunities and a new apprenticeship program

Establishing data-driven operating systems

The luxury senior living community is comprised of three towers and vibrant indoor and outdoor living spaces. Although the oldest building was just eight years old when the Director of Facilities came onboard in mid-2025, the facility was lacking post-construction operating systems and maintenance management to preserve its asset value. “The construction has been done for four or five years. But this facility needs operating systems, preventive maintenance schedules, capital replacement schedules, all of that,” the Director of Facilities says.

TheWorxHub has been invaluable in helping the client establish more streamlined and efficient maintenance processes. With centralized work orders and easy-to-use dashboards, the team can access accurate data to prioritize workload, increase visibility, and create KPIs to track progress. “We’re trying to get better at measuring what we’re doing. It helps to look at work order prioritization, understand what the team is working on, and how long it takes,” the Director of Facilities shares.

One of the biggest targets is for technicians to complete 60% preventive maintenance vs. 40% reactive maintenance service tickets. By scheduling routine inspections and tracking assets in real time, the client can help keep systems like HVACs and plumbing in good health, minimize downtime, and anticipate failures before they happen.

Background

In just the first five months of their job at the luxury senior living facilities, the Director of Facilities hasn’t wasted any time taking major steps to strengthen daily operations processes. By leveraging the full capabilities of Brightly’s TheWorxHub, their team is improving maintenance efficiencies, upgrading housekeeping procedures, and developing innovative new training programs.

Enhancing resident experience and reducing risks

Built specifically for healthcare and senior living, TheWorxHub helps the client streamline day-to-day tasks, boost efficiency, and increase communication across teams and with its residents. Everyone in the organization can access important information, ensuring that every work request is completed in a timely manner.

The client is leveraging the power of TheWorxHub to organize and simplify housekeeping operations. By building duty checklists, task orientation, and cleaning schedules, they can offer consistent, reliable service and a comfortable, welcoming environment. "We provide cleaning service to the residents and their apartments. We have the responsibility of setting up schedules for over 400 individuals. We also have to make sure we're cleaning all 1 million square feet properly," the Director of Facilities notes.

Maintaining regulatory compliance is a top priority for senior living. To manage it all, the client is integrating its work orders with Brightly's Compliance Pro software, which helps to follow all codes, meet safety and care standards, and reduce the risk of non-compliance.

Investing in current and future leaders

To help meet performance expectations, the Director of Facilities prioritizes staff training to expand skill sets and maximize productivity. TheWorxHub provides the data needed to identify gaps and allocate resources effectively. "It helps to ensure the equitable distribution of work, see who is managing what, and gauge skills and abilities. Instead of sending all HVAC work to two individuals, we need to get more of the staff trained," the client says. "We are using it to track contractors and get them involved too."

TheWorxHub also offers a shared platform for better collaboration. "We're engaging the staff more with management. We bring up the software on the screen in our Monday meeting, go through the work orders, and talk through things collectively," the client shared.

Looking forward, the senior living community started a 3-year maintenance technician apprenticeship program in partnership with a state university. To manage it all, the senior living community was able to track inspections, manage compliance tasks, and connect work orders to the latest regulatory codes through a centralized compliance dashboard.

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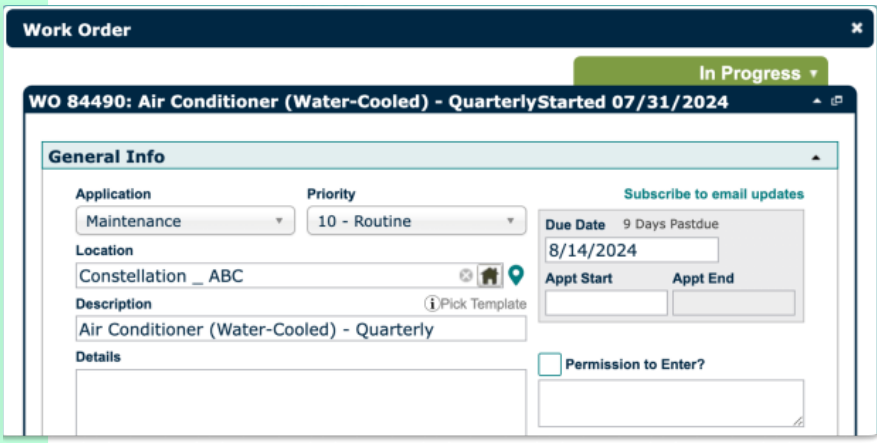
> TheWorxHub is great for the distribution of work and for capturing work requests, because they'll come in on the phone or when somebody steps into the hallway. It just gets it all in one central place. That way we can see if we have addressed it.
>
> **Director of Facilities**