



◀ Maintenance tasks, workers and supplies all can be tracked.

Roberge, president of the 15-year-old company. “You’ll be able to measure a department you’ve never tracked before, and by doing the little things, you’ll be able to make big gains operationally and financially.”

Skilled nursing facilities across the country are using MaintenanceCare.com and its mobile device-friendly app to improve operations, even if they’re often based in the basement, where facility management staff have been pushed both literally and figuratively for far too long.

Keeping a close eye on maintenance metrics allows administrators and owners to see where their workers’ time is going and understand exactly how the maintenance budget is being spent. In addition to finding patterns that could lead to cost savings, monitoring software can validate employee concerns and let them become better-informed advocates for their buildings.

And that can lead to improved employee satisfaction and better communication throughout a community.

“In most cases, management doesn’t know how

Up from the basement

Maintenance is made more manageable with software that improves efficiency, heads off costly breakdowns and improves staff satisfaction

Maintenance teams are in some respects the backbone of a building — the staff members whose touch is needed everywhere to keep the doors open, the lights on, and residents safe and healthy.

But in too many skilled nursing facilities, maintenance calls are still handled by outdated, data-less ticketing systems or, in some cases, paper logbooks straight out of the 1960s.

There are no tools to monitor when routine repairs become too routine, no comprehensive ability to track parts and no prompts to help manage a community’s long-range service needs.

Maintenance Care has helped thousands of customers achieve a better return on their facilities’ management investments through increased productivity, preventative maintenance scheduling and compliance checklists.

“We’re in the digital age, and this is an easy win for nursing homes,” said Dan

often maintenance staff repair things, and sometimes, they're skeptical the work is being done at all," Roberge said. "That creates a relationship that isn't always as productive as it could be."

Efficiency pays

By some estimates, maintenance employees spend just 25% to 35% of an eight-hour shift completing tasks. Summoned by phone calls, they might have to trek from a previous job or the basement maintenance hub to a new location, only to discover they're without parts to complete the job.

Meanwhile, other employees are stopping to chat with the responding worker, asking them to complete other tasks later in the day.

Maintenance Care prevents these hassles, giving the service requester an easy tool for providing a detailed nature of needed repairs. The responding worker can determine ahead of time what tools and parts are needed.

The system also generates daily reports that show how each staff member spent his or her day. Patterns of repairs are easy to spot.

Several Maintenance Care clients report increased efficiency of close to 60%, translating to an average

\$45,000 annual return on investment, or the cost of a full-time salary.

Responding to orders automatically sent to computer screens and smartphones, maintenance employees can group nearby jobs together and prioritize work based on urgency.

Preventative care

Not only will concerns be addressed faster — leading to improved satisfac-

tions of dollars in unexpected replacement costs for essential items ranging from boilers to emergency generators.

That was the case for Nationwide Healthcare Services, the management company behind a family of six nursing and rehabilitation centers in Delaware and Pennsylvania.

IT director Joe Forman switched all of his buildings to Maintenance Care about

unchanged by a contractor led to complete breakdown long before the end of anticipated life expectancy.

"Now we have an auto-alarm," Forman said. "Staff is forced to remember and those units should last much longer. We're already seeing lower electric bills, too."

Other benefits

By spotting tasks that are repeated frequently, Maintenance Care empowers staff. For instance, a light bulb that burns out in the same room again and again may indicate an electrical issue.

The program also can schedule reminders to check life-safety standards for compliance, such as for fire-exit lighting and grease trap changes.

Likewise, a system designed to remind staff about warranties and pre-paid preventative maintenance agreements can ensure a facility gets the service it is owed.

"It's those analytics that make the difference," Roberge said. "Not just any software will do. You need a robust program that provides the details to improve your entire maintenance program." ■

***"We're in the digital age,
and this is an easy win
for nursing homes."***

Dan Roberge, Maintenance Care

tion among residents and employees — but a systematic approach will free more time in a given period to devote to preventative tasks.

Used to its full capacity, MaintenanceCare.com reports provide smart asset management and long-range capital planning.

Equipment may last up to five times longer with preventative maintenance.

Skipping out on a comprehensive maintenance software solution like Maintenance Care could be a missed opportunity, one that leads to tens of thou-

sands of dollars in unexpected replacement costs for essential items ranging from boilers to emergency generators.

"We wanted to track other things besides orders, to have increased levels of capacity to see what was actually happening in our buildings," Forman said. "Maintenance Care came through with flying colors. We saw a drastic improvement right off the bat."

Before switching, the company took a significant hit when it had to replace five rooftop air conditioning units. Filters that had gone

To learn more, visit
www.maintenancecare.com