Brightly

Client Success story

Brightly's TheWorxHub Helps Immanuel Communities Streamline Work and Keep Senior Residents Safe

Client

Immanuel Communities

Geography

Nebraska and Iowa, United States

Vitals

Senior living provider with:

- 15 sites offering service levels including independent living, assisted living, long-term care and home-based support

- Approximately 2,000 residents and about 700 PACE participants

- About 50 maintenance employees

Background

Immanuel began in 1887 as a Lutheran ministry focused on establishing programs that cared for the sick, orphaned and elderly. Over the years, the ministry established Immanuel Hospital and eventually, a family of retirement communities and senior services that serve people of all faiths in the Midwest. In an effort to improve resident satisfaction and work order completion times, Immanuel Communities implemented Brightly Software's TheWorxHub in 2009.

Results

After transitioning to Brightly's TheWorxHub, Immanuel Communities has been able to:

- Justify funding requests with readily available asset data

- Provide outstanding service and community safety for senior residents

- Track technicians' time and work order response against targets

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Justifying Funding Requests

At Immanuel Communities, the data aggregated and provided by TheWorxHub is one of the software's most valuable features. Because every work order is tracked and compiled by the system, it's easy for leaders to gain visibility into the health of each particular asset—and quantify any replacement needs.

Don Johns, corporate operating engineer at Immanuel Communities, says he uses TheWorxHub data to develop asset replacement schedules—and to request necessary funding. "It's very valuable to have hard numbers we can use to easily quantify the needs at 15 different locations," Johns says. "We can quickly access the data needed to show the CFO that we need funding for specific assets."

In addition to justifying the need to replace assets, Johns has also successfully used TheWorxHub data to justify hiring additional employees or increasing hours for existing employees. "When a supervisor says they don't have enough people, I can verify that with data," Johns says.

Providing Outstanding Service to Residents

In senior living communities, top priorities include maintaining a safe environment for residents and ensuring that operations are compliant with government regulations. Immanuel Communities' missional focus makes it even more committed to providing great service to residents, Johns say. And the ability to track everyday work and maintenance needs through TheWorxHub makes it easier to do that.

In some communities, Immanuel has an online system called Connected Living, which is integrated with TheWorxHub. "With that program, residents can submit maintenance requests directly," Johns says. "Otherwise, they can stop by the front desk and talk to someone, who can then enter a work order request."

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Don Johns
Corporate Operating Engineer at Immanuel Communities

Tracking Time and Work Order Response

One of the ways Immanuel aims to provide great service to residents is by responding quickly to maintenance needs. The maintenance team targets 100% on-time completion for emergency and priority work orders and 85% on-time completion for all other work orders. Maintenance technicians are also asked to account for 85% of their hours worked in TheWorxHub. "So, if they work 40 hours in a week, we want to see at least 34 of those hours accounted for in TheWorxHub," Johns says.

With TheWorxHub's mobile capabilities, technicians can easily log their hours and work order progress in the field. "They also like that they don't have to remember when they last fixed a particular asset; we can just look it up in the system," Johns says.

The software's data analytics tools make it easy to keep track of whether team members are meeting their targets. Each week, Johns runs a productivity report, which shows the number of hours logged by each field employee. On a monthly basis, he runs a response time analysis report to keep track of how quickly the team is responding to each work order.

"In several different ways, TheWorxHub gives us a better view into the communities than we could have otherwise," Johns says.

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