

## Healthcare Maintenance: Golden Living



### Challenge

Golden Living is one of the nation's largest skilled nursing and assisted living organizations with over 350 facilities around the country. Its Chief of Operations knew that the company's existing maintenance processes, infrastructure and scheduling capabilities were wildly inefficient and impossible to track. Consequently, Beverly sought to standardize its maintenance procedures, tighten its internal controls and add significant visibility into its portfolio. With a complex operations profile and thousands of facility employees, the task was not simple. It needed to communicate a single standard to thousands of employees, train personnel at each management level, establish a common maintenance plan, deploy an easy-to-use communications infrastructure and integrate its new maintenance operations into a nationwide corporate Intranet.

### Solution

After comparing the systems of numerous vendors, Golden Living decided to assess the feasibility of deploying a nationwide solution by pilot testing the Building Engines site maintenance system at a few of the company's more challenging and largest nursing facilities. Golden Living deployed the Building Engines' integrated Work Order and Preventive Maintenance system at both a large and complex facility as well as smaller regional facilities. Building Engines deployed the system in a matter of days and delivered formal and informal training over several weeks. Within a month, Golden Living was already seeing very positive results in faster more efficient communications, traceable work order management, and more consistent and timely maintenance scheduling. They quickly decided to deploy the platform over their entire portfolio.

### Results

Since completing deployment in the middle of 2003, Golden Living has significantly improved its maintenance scheduling, reduced its equipment repair costs, increased the usable life on its equipment, provided greater visibility into its maintenance operation activities, and increased the overall return on its assets. Furthermore, the System helped facility maintenance directors to

quickly and easily prepare their reports for state and federal surveyors and to better manage their maintenance schedules and avoid equipment and maintenance related liability fines and charges.

## Client Testimonials

“I saw the value of the system right away for the people and departments I was responsible for, but it took me a little bit to change behavior. Once my managers understood that I wanted all department maintenance issues documented through the system, they learned the value of tracking these things and it has worked extremely well and made us much more efficient.”

- Deborah Williamson  
*Area Manager, Golden Living*

“The system works for me. I can count on this system to keep me on schedule with my maintenance work load. I know what is going on in the building at all times.”

- Facilities Maintenance  
*Director, Golden Living*

"I would like to tell you it has been a pleasure working with the entire team at Building Engines. They have proven on many occasions to be very knowledgeable, professional, courteous and friendly and have always responded to requests with great service."

- Matt MacGregor  
*MPM, PMP, IT Project Manager, Golden Living*

## More About Golden Living

Golden Living is a publicly traded, multidimensional company with skilled nursing assisted living, hospice, therapy, facility design, construction and maintenance divisions. Founded in 1963, Golden Living (formerly Beverly Enterprises) has grown to become a leading provider of healthcare services to the elderly in the United States. Today, the company has operations in 23 states and the District of Columbia, operates 371 skilled nursing facilities, as well as 18 assisted living centers, and 66 hospice and home care centers.