

# Episcopal SeniorLife Communities

Rochester, New York



## Facility Profile

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**SECTOR**

Senior Care

**FACILITY SIZE**

2.4 million sq ft

**SENIORS SERVED**

1,477

**FACILITY STAFF SIZE**

15

**CUSTOMER SINCE**

2013



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## Getting A Sense Of What Is Happening

Episcopal SeniorLife Communities is a residential and health services provider for seniors that includes eight campuses in and around Rochester, New York. With more than 500 employees, they offer a full spectrum of care and housing options, including neighborhood programming.

Jeff Ross is Director of Facilities and he is responsible for the maintenance of the medical care units and residential complexes that range in size from 80,000 to 500,000 square feet. In addition to these physical buildings is an extensive network of grounds that requires seasonal management.

When Jeff first came on board at Episcopal SeniorLife, they did not have a computerized maintenance management system (CMMS) in place, only an entirely paperbased system. He immediately discovered that tracking work order requests made on paper slips and updating any number of spreadsheets left a lot of room for error.

Most of all, the paper-based system made it hard for Jeff to get a sense of what was happening at any one time—a black hole surrounded his resource planning and reporting. Episcopal SeniorLife eventually made the switch to a CMMS.

# Searching For The Best Fit Solution

“We’ve definitely doubled our efficiency since transitioning from the paper-based system to a CMMS,” Jeff said. Though it was an improvement, the first CMMS that Episcopal SeniorLife chose turned out to be cumbersome and the cause of more headaches than seemed worthwhile. Jeff wanted something better, and so he looked around at other CMMS options. After a demo, Jeff saw in Q Ware what he thought was a best fit scenario.

Since Q Ware is entirely cloud-based, Jeff and his team can access work orders from anywhere on Episcopal SeniorLife’s campuses. All they need is a laptop, smart phone, or tablet.

Q Ware has helped Jeff put into place a process of eliminating wasted resources. He can run custom reports on a particular project or schedule weekly checks on an open work order ticket. Tools like these help him to paint a very accurate picture of what his team is working on at any given time across all of the Episcopal SeniorLife campuses.

## Statistics

### SECTOR

Senior Care

### FACILITY SIZE

2.4 million sq ft

### SENIORS SERVED

1,477

### FACILITY STAFF SIZE

15



“Compared to our previous system, it’s like night and day.”



## Better Preventive Maintenance, Safer Care Giving

Wheelchairs, mechanical beds, ramp lifts, elevators: these pieces of equipment are the foundation of a person's experience of care. The caregivers at Episcopal SeniorLife use these tools to create a positive and safe environment for the residents and day patients they work with each day.

Jeff uses the Preventative Maintenance (PM) Software Module within Q Ware to schedule inspections and routine maintenance tasks on every single piece of equipment.

Free from complicated forms like spreadsheets or extraneous documents that need to be

saved, the Q Ware PM Software Module makes scheduling PM work orders on recurring or specific dates as simple as possible. Technicians are notified of every work order with an automated, email-based notification system.

The best part for Jeff is that the PM work orders are automatically saved and can then be easily accessed, so that he can quickly look at a specific piece of equipment or asset's work history.

# Greater Efficiencies Resulting In Less Guesswork

“When Spring comes around, keeping on top of the grounds becomes a priority for us, so we set up a schedule in the Q Ware PM Software Module for each task,” he explained.

Ultimately, our research has found that a smoother PM process leads to a much more efficient facilities operation. Jeff’s experience confirms this—he has improved his department’s efficiency by 30% since implementing the Q Ware CMMS Suite.

Now, the Episcopal SeniorLife Facilities Department processes between 300 and 400 work orders per week. Q Ware’s simple-to-use platform makes that work much easier and helps Jeff eliminate nearly all unaccounted for labor hours.

Q Ware has changed how Jeff’s department works for the better.

“Work orders aren’t double-booked and I can see what’s actually being worked on at any given time. There’s no more guesswork.”





## Transparent Operations That Keep Everyone Informed

Jeff has found Q Ware's work productivity reports especially useful. He uses them during job reviews with his staff because they offer a clear window into what a staff member has worked on over a certain period.

The transparency that Q Ware brings to a maintenance department's operations isn't only valuable to managers, but to all levels of staff, too.

Individuals can login into their unique accounts at any given time to see the work orders they've completed or to check on the progress they've made on an open ticket.

Traditionally, such information hasn't been available to all facility staff members. However, Jeff is happy with the results: "It gives everyone a sense of ownership over what they do. It has really improved the morale of the team."

"Q Ware is much easier to use than our previous CMMS. Any staff member who has an email can login to Q Ware and request a work order"

# From-the-ground-up

At Q Ware, we think a “one size fits all” attitude towards CMMS design and installation just doesn’t work. Our solution starts with a facility’s unique needs and way of working and then it grows from there. We believe that this has worked well for Episcopal SeniorLife, where the dignity and respect of those they care for is always front and center.

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“Q Ware is our ‘best fit’ solution.  
I’m happy I made the switch.”

—**Jeff Ross**, Director of Facilities

## Maintain Excellence

GET IN TOUCH WITH US TODAY.



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