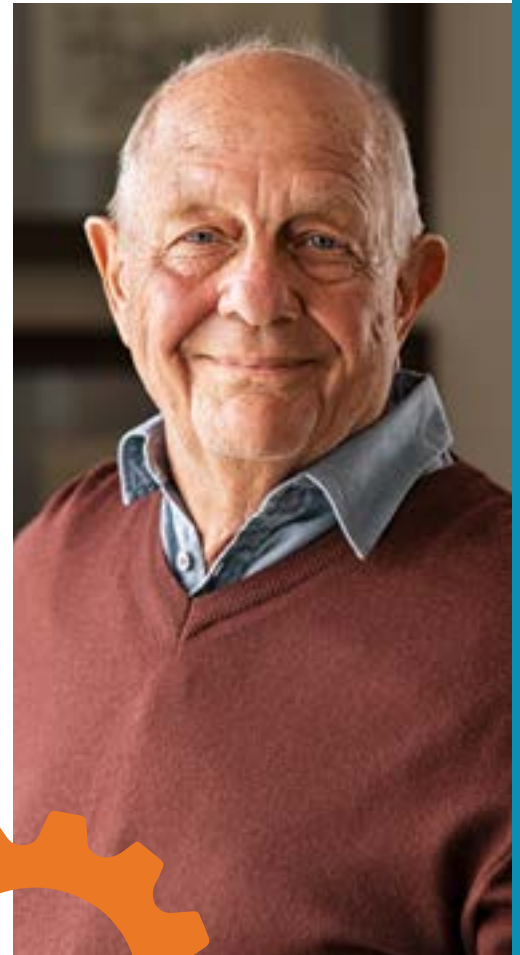




Boosting **ROI** at Senior Care Facilities.

Maintenance Care
2025





Maximize
efficiency and
cut costs with
Maintenance
Care's powerful
maintenance
management
software.

Table of Contents

Introduction

The Need for Maintenance Management Software

What Is ROI

Key Benefits of CMMS for Boosting ROI

Case Study

Free Tool: ROI Calculator

Final Thoughts

Try Maintenance Care

Unlock the power of ROI at your senior care facility with Maintenance Care's CMMS—streamline maintenance operations, reduce costly repairs, and ensure resident safety while boosting profitability.





Introduction

State of the Senior Care Industry in the United States

Care for senior adults spans from nursing homes to hospitals, senior living centers, retirement homes, hospices and more. The U.S. has over 30,500 assisted living communities alone, providing housing and care to nearly 820,000 seniors. Additionally, there are approximately 15,600 nursing homes across the country. [\(source\)](#)

Outside of seeking necessary medical attention at healthcare centers, making the transition to a senior living facility is often difficult for older Americans and their caregivers. With the high cost of these facilities, residents and their families expect them to be well-maintained, safe, comfortable and able to provide optimal care around the clock. The national average cost for assisted living is about \$4,774 per month. Nursing home care is significantly more expensive, with the average cost for a private room at \$9,584 per month. [\(source\)](#)

Senior care facilities face unique challenges in navigating both care quality and regulatory compliance. Maintenance issues—whether it's a faulty HVAC system, a malfunctioning lift, or delayed repairs—can directly affect resident comfort, safety, adherence to compliance and the facility's bottom line. Having a system in place to identify, address and tackle maintenance issues is critical for seniors' wellbeing at this vulnerable point in their lives.





The Need for Maintenance Management Software

Some senior care facilities may still rely on manual or cumbersome systems to track work orders, preventive maintenance and repairs. These outdated methods expose facilities to three significant issues:

- 1. Lack of accountability**
- 2. Inefficient use of time**
- 3. Missed opportunities to prevent breakdowns and equipment failure**

For administrators and facility managers, investing in maintenance software isn't just about staying organized; it's about protecting your facility from exposure to costly liability, improving productivity and extending the life of vital equipment often used to sustain patients' and residents' lives. When done right, computerized maintenance management systems (CMMS) can unlock a measurable return on investment (ROI) for senior care facilities.

Without a dedicated CMMS, tracking maintenance tasks becomes a guessing game. Who completed the last safety inspection? Is the backup generator overdue for a checkup? These gaps drain productivity and increase the risk for liability. Maintenance software addresses these pitfalls by automating workflows, generating real-time reports, and ensuring that tasks are completed on time.

Failing to stay on top of facility maintenance in senior care and senior living facilities can lead to a host of problems that directly impact ROI, saying nothing of the health and well-being of those patients and residents entrusted to your care. Here are a few key examples:

1

Increased Emergency Repairs and Downtime

In senior care, poorly maintained equipment, such as HVAC systems, lift systems or elevators, can break down unexpectedly. Emergency repairs often come at a premium cost due to peak or off-hours demand and rushed parts orders. Worse yet, critical downtime—like an elevator malfunction in a multi-story building—disrupts resident care, lowers satisfaction and could even lead to liability.

ROI Impact: Emergency repairs are far more expensive than preventive and routine maintenance, and downtime can result in extra labor costs, lost efficiency, and potential legal claims, all cutting into revenues and profitability.

2

Regulatory Non-Compliance Fines

Senior care facilities are heavily regulated, especially in areas like safety, cleanliness, and environmental controls. Missing scheduled preventive maintenance on systems like fire alarms, sprinklers and HVAC leads to failed inspections and fines from health and safety authorities, which can, in turn, also increase insurance premiums on a facility.

ROI Impact: These fines can range from hundreds to thousands of dollars, and repeated violations could lead to more severe penalties or even facility shutdowns, severely impacting financial performance.

3

Higher Liability and Insurance Costs

Deferred maintenance often leads to safety hazards. For example, failure to maintain walkways, salt sidewalks or repair lighting and resident equipment (like lifts or handrails) increases the risk of an accident. If a resident falls or a piece of faulty equipment causes harm, the facility can face litigation, leading to hefty settlements or insurance claims.

ROI Impact: Rising insurance premiums, legal fees, and potential settlement payouts will cut deeply into profits. In severe cases, the damage to the facility's reputation can also reduce occupancy rates and lower interest or demand for the facility, further hurting both the short- and long-term revenue outlook.

4 **Shortened Equipment Lifespan and Higher Replacement Costs**

Without proper upkeep, equipment such as boilers, chillers, or kitchen appliances will wear out faster. For instance, neglecting furnace filter changes can overwork the system, leading to premature failure. A capital expense like replacing a furnace might cost hundreds of thousands of dollars that could've been deferred with routine maintenance.

ROI Impact: A facility must make large capital outlays more frequently, straining cash flow and profitability. Routine maintenance helps extend the life of these assets, spreading replacement costs over a longer period and improving overall ROI.

5 **Energy Inefficiency and Higher Utility Bills**

Equipment that isn't regularly maintained tends to operate inefficiently. For example, clogged air filters, leaky pipes or malfunctioning thermostats can cause heating and cooling systems to work harder, consuming more energy than necessary. In senior living facilities where climate control is crucial for resident comfort, energy inefficiency quickly inflates utility bills.

ROI Impact: Higher energy bills directly impact operational costs. Facilities can save thousands annually by keeping equipment in optimal working condition through regular maintenance.

6 **Resident and Family Dissatisfaction**

The comfort and safety of residents are top priorities for any senior care center. Issues like broken heating systems in winter, non-functional elevators, or leaky roofs can frustrate or even harm residents and their families. In the senior care sector, reputation is crucial for occupancy rates.

ROI Impact: Lower resident satisfaction leads to higher turnover, more vacancies and reduced revenue. In a highly competitive market, poor reputation can result in lost potential residents, further cutting into the bottom line.

In each of these cases, neglecting facility maintenance causes a ripple effect that raises immediate costs and also negatively impacts the long-term profitability. By using a CMMS to stay ahead with preventive maintenance, senior care facilities can reduce risk, improve efficiency and further maximize their return on investment.

What is ROI?

In the words of Peter Drucker,

“What gets measured, gets managed.”

ROI, or Return on Investment, is a simple way to measure whether something you spend money on—like equipment, software or even maintenance staff—results in a financial payoff. For facility managers, it’s all about figuring out if your investments (in tools, services or systems) are saving you money in the long run and helping you generate more value—or if they are negatively impacting your budget and the organization’s bottom line.

For example, say you invest in a new maintenance management system. To calculate ROI, you’d look at how much that system costs upfront, then compare it to how much time, money and hassle it saves over time. If the system reduces labor hours, cuts down on expensive repairs, and extends the life of your assets, your ROI is high. That means you’re getting more value than what you spent.

Calculating ROI

Typically, to calculate Return on Investment (ROI) you can divide the gain measured by the investment with the cost of the investment. Seems simple enough, except to get to an accurate enough number, you need to focus on the often missing variable: measurability.

The return on investment formula:

$$\text{ROI} = \frac{\text{Gain from Investment} - \text{Cost of Investment}}{\text{Cost of Investment}}$$

It can be difficult to truly measure ROI because often enough, you haven’t established a process for numerically calculating the status quo compared to the proposed new method. The number one mistake most organizations fail to make when purchasing anything new is accurately measuring the current situation prior to adding to it.

In the case of adding software, that predicament becomes even more relevant and requires an in-depth look into operational procedures at every level. But let's face it: We don't always have the time or expertise to fully realize the scope of our current costs of operations among all other aspects of savings a new software package can bring to us. In many cases, the software vendor you are working with should be able to help you figure out which parts of your business will be affected for the better through the addition of their software.

Senior care companies that adopt new technology-based solutions expect to realize an increase in profit through operational efficiencies at their core; this is especially true for maintenance-related software. Naturally, the more automated the process, the faster one is to expect a Return on Investment. The more streamlined the operations become, the more information management will have at their fingertips to make those key business decisions that will boost profit even more.

In short, ROI helps management decide if their investments are paying off by reducing costs or increasing efficiency. If the savings or benefits outweigh the initial cost, you're in the green.

Key Benefits of CMMS for Boosting ROI

In any facility, delays in maintenance can be costly, but in senior care, they can also be dangerous. Imagine a boiler malfunction in winter or a broken lift during a resident transfer. These aren't just inconveniences—they create potential exposure.

Maintenance software streamlines processes to boost productivity. Work orders can be submitted online, automatically assigned and tracked, reducing downtime and eliminating the need for maintenance staff to waste time chasing paperwork or waiting on approvals.

For example, by using a CMMS, facilities can cut down on unnecessary wait times that lead to wasted labor. In one scenario, senior care centers reported an increase in technician productivity by 28%, as work orders were prioritized and tasks were scheduled more efficiently. [\(source\)](#)

This translates into substantial savings on labor costs and minimizes disruption to residents' daily lives. The adoption of CMMS software for facilities management is rapidly increasing across industries, with notable benefits in facility management. The global CMMS market is projected to grow from \$0.92 billion in 2019 to \$1.56 billion by 2027. [\(source\)](#)

Here are a few key advantages of using a CMMS:

1 Boosting Productivity: Fewer Delays, Faster Repairs

A CMMS can reduce unplanned downtime by up to 50% by scheduling preventive maintenance, which ensures assets are serviced before breakdowns occur. Additionally, because CMMS software includes all the features building maintenance teams need, work orders are streamlined, assets are tracked and reporting enables managers to take swift action and pivot their teams where they are needed most.

2 Longer Asset Lifespan

By automating preventive maintenance schedules, CMMS helps extend equipment life, reducing the need for costly replacements and repairs. For instance, a well-maintained HVAC system can last 20 years or more, but without regular service, that same system might need replacement in just 15 years. The cost of replacing such a system could be upwards of \$50,000 or more, while regular maintenance costs significantly less. By scheduling timely inspections and minor repairs, a CMMS helps avoid equipment failure and excessive capital expenditures, offering substantial long-term ROI.

3 Liability & Risk Management: Reducing Legal Exposure

Senior care facilities are understandably held to a high standard when it comes to resident safety. Maintenance software provides a digital paper trail that proves your facility has done its due diligence. This is especially important in the event of an incident, like a resident slip-and-fall or equipment malfunction, where proving that proper maintenance and safety protocols were followed could be the difference between a minor issue and a major lawsuit.

Case Study: Silver Bluff Village Sees Major ROI With Maintenance Care's CMMS

Challenge:

Silver Bluff Village, a skilled nursing facility, needed to keep its sprinkler system functional in cold weather, despite insulation. However, cold snaps still caused burst sprinkler heads and pipes, damaging the building and disrupting resident care.

Solution:

Silver Bluff Village turned to Maintenance Care's CMMS to handle all aspects of its building maintenance. Because Maintenance Care includes features beyond work orders—including sensors, visitor entry logging and more than 5,000 software integrations—the facility was able to closely monitor all aspects of its operations.

Results:

With Maintenance Care's CMMS, Silver Bluff Village saw significant improvements:

- **Quick Response:** The facility avoided costly repairs by preventing pipe bursts.
- **Energy Efficiency:** By tracking temperature fluctuations, they optimized heating and cooling, saving on energy costs.
- **Regulatory Compliance:** Consistent temperature monitoring in rooms, refrigerators, and freezers ensured compliance with health department standards.

Beyond Temperature Control:

Silver Bluff Village also used Maintenance Care's system to manage IT issues and regulatory requirements, such as tracking and resolving resident complaints.

Maintenance software enhances risk management by:

- **Quicker response times:** Immediate notification of potential hazards allows your team to resolve issues before they escalate. For example, addressing a minor leak promptly can prevent expensive water damage and reduce the risk of a resident slipping.
- **Automated tracking and reporting:** The software creates time-stamped records of maintenance activities, inspections, and repairs, demonstrating that your facility adheres to safety standards.
- **Task escalation:** High-risk tasks that haven't been completed in a timely manner are escalated, ensuring nothing slips through the cracks.

Conclusion:

With Maintenance Care's CMMS, Silver Bluff Village prevented costly damage and disruptions and increased energy efficiency, improved compliance and enhanced maintenance productivity. The ability to show a preventive maintenance schedule and repair history reduces exposure to legal claims, potentially saving facilities thousands of dollars in liability costs. The return on investment was clear, as maintenance staff and management saw firsthand the system's value in keeping their facility running smoothly.





Free Tool: ROI Calculator

Quantify the value you could gain from implementing a CMMS with our free digital ROI calculator. Enter the details about your senior living facilities, and see your potential savings in seconds. [Calculate your ROI.](#)

Final Thoughts

The senior living industry is growing steadily, with a market size projected to reach \$150.42 billion by 2029. The assisted living segment specifically is expected to grow at a compound annual growth rate (CAGR) of 5.53%. ([source](#))

These numbers highlight the increasing demand for senior living as the U.S. population ages and the growing importance of investing in facilities that meet both regulatory and resident care needs. The benefits of implementing maintenance software in senior care facilities go beyond mere organization. It directly impacts the bottom line by enhancing productivity, preventing costly repairs, and minimizing liability risks.

The ability to document every repair, safety check, and preventive maintenance task ensures your facility runs smoothly and is protected from financial and legal repercussions. When it comes to ROI, CMMS delivers peace of mind, efficiency and long-term savings that make it an indispensable tool for any senior care facility.

Now is the time to invest in the right maintenance software—because protecting your facility, your staff, and your residents is the ultimate return on investment.

Bonus: Learn how a CMMS improves ROI from Maintenance Care CEO Dan Roberge [Watch Video](#).





Try Maintenance Care

Started in 2003 specifically to serve the needs of senior care centers, Maintenance Care maintains its status as a leading provider of facility maintenance software in the United States and beyond.

Our CMMS is designed to streamline work orders, facilitate asset tracking and allow maintenance teams to stay organized and get the job done.

Whether you're managing a single facility or a large portfolio of properties, our software is tailored to meet the needs of your organization so you can focus on the important work of keeping buildings and equipment running smoothly. With powerful tools for scheduling, tracking and reporting, our CMMS solution is the ideal choice for organizations looking to improve ROI, reduce downtime and save money. [Get a Demo](#).

See Maintenance Care's CMMS in Action at

www.MaintenanceCare.com



"The reason I like Maintenance Care, and I'd choose them hands down over anybody else, is that the month-to-month cost fee for it is reasonable and you can stop at any time if you felt like this isn't for you. The tracking of assets has been huge for us in that we can monitor costs in our equipment and project forward the replacement costs vs. repairs. It's been wonderful working with this team. They've solved so many problems of ours, and it's a pretty exciting program to work with."

Darrel Bennett

Facility Director
Haven Hill Retirement Home

