

SENTRICS®

BEST PRACTICE SERIES

# SENIOR LIVING'S GUIDE TO WORRY-FREE RETROFITS

*CHAPTER ONE: SYSTEMS EVALUATION*



*The Sentric Best Practice Series is a collection of articles curated from ideas our clients have shared. The Retrofit Series identifies key areas to consider when adding a new system to a newly acquired or outdated community.*

## Systems Review

Perhaps you recently bought a building that you want to transition to your systems. Or maybe you have an older community that you'd like to modernize with new technology. Regardless of your goal, your first assessment should be the technology. It will drive all other decisions.

Communities leverage many technologies throughout the day to keep residents safe and provide the best experience, help caregivers and staff be efficient, and reduce overall risk. Evaluate each technology with those goals in mind.



### Keep Residents Safe

You rely on many technologies to keep your residents safe. It may be the perfect time to upgrade or replace them to improve resident safety and health outcomes while reducing your risk.

**eCall is at the top of your list to evaluate.** You have three options: keep, upgrade or replace your current system. While not the most important factor, if your current system is at least seven years old, you could be missing out on important technology developments. Ask yourself: Does it include the capabilities you need to keep pace with today's infectious diseases, stricter reporting requirements, and the latest life safety technology? If you can say yes to these questions, keep your current solution.

Regardless of its age, if your eCall system is missing some newer technology like passive monitoring and fall detection, a technology upgrade may work for you. Especially if you are happy with your current eCall partner and the service they provide. This option may also be less expensive than replacing your solution.

Consider replacing your eCall solution if you have outdated peripherals, the system is hardwired and building upgrades will include new wiring that will support more flexible wireless systems, or you have specific UL listing requirements. New technology can provide flexibility and preserve dignity with passive monitoring. Discreet motion sensors can provide assurance that residents are up and moving for the day without their routine being interrupted. Leverage new lights that turn on and off automatically to light a path to a nighttime restroom visit or flicker when a call for help has been received.

Also consider replacing the system if you want to give residents more sophisticated pendants that support point of sale. Maybe you want to leverage RTLS technology to provide automated contact tracing for residents, staff and visitors; to identify when a resident is separated from a needed medical device; or want to leverage geofencing to notify a staff member when a resident is near someone with whom he doesn't get along.

Finally, ask yourself if your eCall technology can automate any operational tasks to make service delivery more efficient and deliver objective reporting? If you answer no, it could be time to replace it.

#### New technology considerations

- Wireless
- Passive assurance checks
- Smart lights
- Point of sale pendants
- Automated contact tracing
- Geofencing
- Actionable reporting

**Access control is another system with new capabilities that keep residents safer.** Access control can include three main components: Wander detection, controlling access and silent monitoring. How old is your wander solution? Is your staff using it? Is there software associated with this technology, or is it simply hardware? If any of your answers give you pause, consider replacing your technology.

If you need to secure your community 24/7/365, consider these questions: Are you still using keypads, which are hard to secure? How often do you change the code, and can it be shared easily with others?



Do you need to know who is coming and going and when? If yes, consider replacing them with a system that uses card readers and proximity control to reduce elopement risk significantly.

Finally, are you using video cameras to monitor specific locations? Do the cameras work and are they recording the right information? How frequently is that film reviewed? How much data does it use? eCall solutions with integrated RTLS provide similar information while providing additional benefits such as sending alerts to the closest caregiver, as well as automated contact tracing, making case management protocol consistent, geofencing and more, as previously mentioned.

**Integrated EMR data to inform resident care.** Most communities today use a sophisticated EMR to guide resident care. It stores critical information about acute and historical conditions, allergies, medications, caregiver notes, DNR preferences, care protocols and more to help caregivers and staff provide the best care possible for your residents.

What happens if your resident has a telehealth visit? Is that information shared back to the EMR? Or is it captured in a separate system? Do approved family members have access to that information? Siloed

data prevents critical information from being shared with the right people. New life safety solutions integrate critical EMR data so your caregivers have access to the information they need, when they need it, to provide the best possible care.

## **Residents Expect More Entertainment Options**

While many communities pride themselves on delivering sufficient entertainment packages and first-class activities, the pandemic highlighted some areas for improvement.

The expectation around entertainment is changing. Basic cable with limited programming, wifi-based Internet access and third-party DVR leaves residents frustrated with their entertainment options. Better options are within reach. What does better look like?

**Enhanced entertainment starts with TV programming.** For TV programming, do you customize your channels based on level of care? Can you change them frequently based on resident viewing habits, resident interests and popular sporting events? Do you offer the standard scrolling

guide your cable company provides that is hard to stop, doesn't go in reverse direction, or gives residents the ability to see programming available days in advance? Are the buttons on the remote hard to push? And does the DVR require a separate set-top box, a separate remote and technical expertise to record and view programming?

If you said yes to any of these questions, consider replacing your TV services with a partner that has created entertainment packages designed just for senior living community residents. The right partner can even help you give the solution an attractive price that works for you and your residents.

**Entertainment has expanded to include Internet and voice services.** Have visitation restrictions pushed your residents toward video conferencing, streaming services and more online activity? Can your wifi handle the traffic or are your residents frustrated with slow download speeds, constant buffering or services that simply aren't available? You might need a more robust Internet solution that provides dedicated connections in each apartment.

Are residents relying on the phone more for personal interactions? A bundled voice and Internet service might be just the ticket to give them the services they need and is less expensive than the individual services you, or they, could be paying today.

## New entertainment options

- Customizable programming
- Senior friendly tools including interactive guide and big-button remote
- Integrated DVR
- Dedicated in-room Internet services
- Bundled voice services with resort-style dialing

## Engagement That Is Individual And Focused On Whole Health

Many communities have replaced or supplemented group activities with options that engage residents where they are. Safe exercises, faith programming, dining, even telehealth moved to in-room apartments. If your residents struggle with multiple devices, passwords and logins, consider new options that both engage the resident, and help them connect to friends, family and the community, right from the TV.

## DID YOU KNOW

**55%** of seniors never participated in a video call before the pandemic<sup>1</sup>

**52%** plan to continue using telehealth after restrictions are lifted

**23%** of seniors enjoy online classes<sup>2</sup>

**19%** of residents would prefer to stay physically active alone<sup>2</sup>

## Engagement requirements

Look for solutions that work through the resident TV and help the resident engage the mind, body and spirit, as well as interact with family, friends and the community:

- Access to community dining, weather, activities and services
- Wellbeing surveys and personalized content
- One-click access to telehealth services and senior-safe exercises
- Access to mood-changing music and faith programming
- Photo sharing and TV-based chat
- Data transparency for families and caregivers
- Voice control



## Increase Employee Efficiency

With staff turnover at an all-time high, giving them the tools to be efficient will also increase satisfaction because they'll have more time to do what they love, care for residents.

**Fingertip access to information and action.** Most senior living communities have one caregiver for every six to eight residents.<sup>3</sup> Does your technology improve communication and workflows for the staff? Does your life safety system route alarms to the closest caregiver? Do they have the ability to track services requested by residents and share important notes with their care team? Can they “see” what the resident needs before they reach them? Do they know when a resident is without necessary medical equipment such as a walker or oxygen tank? Are they alerted when an occupancy limit has been reached in a community room, or when two people who don't like each other are in the same room? Are you still using pagers?

Today's technology makes it easier for the caregiver to perform a job well. This leads to higher satisfaction and less turnover. In turn, less caregiver turnover also means less disruption for the resident.



safe from contagions and from falling? Does it give you the dashboard-based insights that help you prevent events rather than just react and report on them? Does it allow you to identify that a resident's bathroom frequency has increased 35% and could be at risk for a UTI? Can you report numbers for COVID, and other infectious conditions, across your community, region, and corporation efficiently and easily? If you need insights not just reports, consider replacing your technology.

### Caregiver mobile app requirements

- Track resident-requested services
- Customize alarm sounds by alarm type
- Share resident notes between staff
- Close alarms via app or desktop
- Search for resident/staff/equipment location
- Identify actions, including alarm response, by staff name
- Request backup

### Reporting requirements

- Efficiency and staff activity
- Contact tracing
- Infectious disease cases and their management
- Medical risks (UTI, falls, medication side effects, symptoms of acute and chronic conditions, etc)

**Reporting that provides insights not data.** Your leadership relies on daily, weekly and monthly reports to deliver the best experience for residents, build trust with family members and run an efficient and profitable community that reduces risk and improves health outcomes. What do those reports look like? Do they provide rows and rows of data, or dashboard-based insights that lead to preventative actions?

While standard reporting may include response times, rounds/check-in times and frequent callers, is it giving you the insights you need to adjust staffing, make efficiency improvements, and keep residents

### Plan the Work, Work the Plan

Retrofits provide the perfect opportunity to evaluate your systems. Technology is changing fast, and it may be time for an upgrade or a replacement of outdated technology. Sentrics can help. We can help you determine if a technology change could help you keep residents safe and provide the best experience, help caregivers and staff be efficient, and reduce overall risk.

# TRANSFORMING SENIOR LIVING COMMUNITIES

## From Reactive to Proactive Care

Sentrics is the emerging technology leader in the senior living industry. It is helping thousands of communities nationwide transform into more sophisticated, clinically oriented, risk-management businesses. Its Sentrics360<sup>SM</sup> suite creates a 360-degree view—physical, medical, social and behavioral—of the wellbeing of each resident, and includes life safety, modern entertainment, whole-health engagement and AI-based insights.



### ENSURE360<sup>SM</sup>

Ensure360 combines the industry's best eCall systems, sensors and a robust integrated rules engine with RTLS technology, contact tracing, and case management to keep residents safe, improve caregiver efficiency, and reduce the risk and expense of adverse events.

### ENTERTAIN360<sup>SM</sup>

Entertain360 combines SeniorTV services with integrated DVR; an interactive, intuitive guide; in-room, dedicated internet; and sophisticated voice services to give residents a modern, tech-based entertainment experience.

### ENGAGE360<sup>SM</sup>

Engage360 is a powerful, interactive platform that engages a resident's mind, body and spirit as well as helps them interact with the community, family and friends, right from the TV.

### ENRICH360<sup>SM</sup>

Enrich360 is an AI-based solution that integrates and correlates tens of thousands of data points a day from each of the platforms—plus third-party solutions—analyzes them, predicts outcomes and delivers insights in an easy-to-understand visual way so that the caregiver knows what action to take.

#### Sources:

<sup>1</sup> Are you Technologically Prepared, Seniors Housing Business, July 20, 2020.

<sup>2</sup> Phone Calls, Social Plans, and Entertainment As Prescriptions for Older Peoples' Loneliness, HealthPopuli

<sup>3</sup> The Assisted Living Golden Ratio: How Many Residents Can One Caregiver Serve?, My Health Spin

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