

# SENIOR LIVING'S NEW EDGE: How Clinical-Grade Real-Time Location Systems Comfort Families and Boost NOI





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# How Clinical-Grade Real-Time Location Systems Comfort Families and Boost NOI

The coronavirus pandemic has laid bare a variety of struggles within the long-term care industry — with technology capabilities at the top of the list. Many in the industry have proven unprepared to leverage technology for several key purposes, including improving operations and net operating incomes (NOI), helping provide the best possible outcomes for residents and easing family concerns that their loved ones are safe.

Technology vendors that struggled for years to gain a foothold in the space are now swamped with inquiries from providers seeking solutions for a range of issues, such as telehealth solutions, virtual care and resident engagement and communication tools, as well as platforms that make inventory control and workflows more efficient.

This white paper explores the benefits of a clinical-grade, real-time location-based platform that stands out from the rest in addressing three key senior living stakeholders: residents, families and owners/operators.



## What residents need

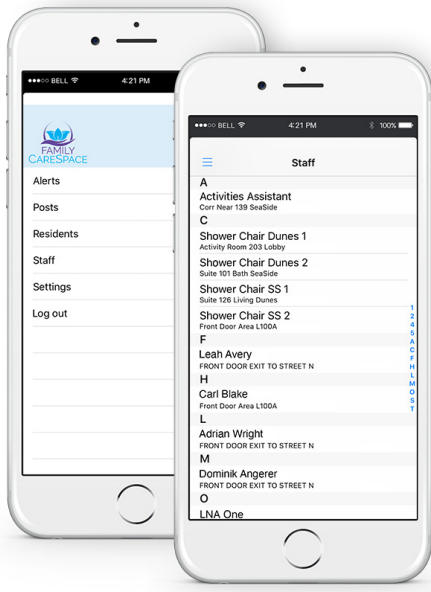
### HOW CLINICAL-GRADE REAL-TIME LOCATION-BASED SYSTEMS KEEP RESIDENTS SAFE

As providers begin the process of reopening communities post Covid-19, technology platforms stand poised to become essential tools for:

- Preventing future outbreaks
- Contact tracing
- Adherence to infectious control protocols
- Quick response to exposures
- Emergency situations
- Remote Family Engagement

In fact, operators with the right tech platforms in place will be more likely to keep an outbreak under control and achieve successful outcomes, whether during something unprecedented such as coronavirus, or more common communicable diseases such as the flu or norovirus.

Jonathan McCoy, president and founder of Family CareSpace, states that his platform checks all of the boxes. A former tech executive, McCoy left that field in 2006 to launch his first assisted living - memory care community. One element he wanted to deliver was a real-time location and monitoring system that would reduce a variety of health and safety risks for residents and staff.



Not finding anything on the market, McCoy launched Family CareSpace: a certainty-based platform utilizing clinical-grade sensors to provide real-time data on residents, a critical capability for many reasons, including tracking the spread of a disease. The platform collects data for staff, residents and other key stakeholders and provides powerful and customizable mobile alerts.

Family CareSpace uses infrared technology to provide the location for residents and staff, which offers several benefits over platforms reliant on Wi-Fi, Bluetooth or radio-frequency identification (RFID), including privacy, connectivity and cost. Family CareSpace's mobile CareProvider application includes resident-centered alert reporting and care staff assist requests, effectively eliminating traditional nurse call buttons and other legacy health care technology.

## WHAT RESIDENTS NEED (CONTINUED)

These capabilities translate to 10% to 20% or more in time savings/cost reductions or increase in available care time, McCoy says.

The mobile CareProvider application lets care staff securely take photos, short videos and provide updates to families, thus giving families remote access to their loved ones — something crucial during a quarantine.

## Why Infrared Technology Tops 4 Common Types of Real-Time Tech

	 REAL TIME IN BUILDING LOCATION TECHNOLOGY	 WORKS WITH FAMILY CARESPACE	 ROOM LEVEL LOCATION CERTAINTY	 ACTUAL CARE MINUTE TRACKING	 SECURE FAMILY PORTAL WITH LOCATION	 CUSTOMIZABLE ALERTS	 BATTERY LIFE
Infrared	✓	✓	✓	✓	✓	✓	3-5+ Years
Ultra-Wideband	✓	✗	✗	✗	✓	✓	3-5+ Years
RFID (Passive & Active)	✓	✗	✗	✗	✓	✓	3-5+ Years
BLE/Bluetooth	✓	✗	✗	✗	✓ without certainty	✓	Monthly Recharge
Wi-Fi	✓	✗	✗	✗	✓ without certainty	✓	Monthly-Yearly



## What families want

### HOW TECHNOLOGY KEEPS FAMILIES ENGAGED, INFORMED

The PointClickCare integration enables data-exchange between the platforms and can seamlessly combine the clinical data and analytics captured in PointClickCare’s EHR with the real-time location data of Family CareSpace. As a result, senior care providers using the integrated solution set will be able to provide a resident’s family a more robust account of their condition and experience.

Using sensors in living areas and amenities, as well as in name tags and wearables, Family CareSpace’s use of infrared technology creates an area around residents, staff and visitors, allowing providers the ability to locate and follow movements throughout a community. That locating

enables contact tracing: it captures the length of time an individual is in a specific spot in a building, and the specific people with whom the individual interacted with during that time. Custom alerts can be set up to warn people if they need to separate based on specific criteria such as those provided by the CDC.

Providers can use Family CareSpace to help identify the source of an outbreak and the length of time that individual exposed individuals at a facility to a virus. Providers can also use the technology to execute quick and decisive actions on quarantines, such as identifying which spaces to disinfect and set up alerts when the infectious protocols are not being followed.

“We give you room-level certainty, 24/7. That is something that is incredibly important for operations of senior living communities,” McCoy says.

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**Jonathan McCoy**, President & Founder, Family CareSpace

## WHAT FAMILIES WANT (CONTINUED)

Family CareSpace includes a secure family portal that grants authorized family members access to community approved care updates from front line associates, as well as the ability to view community approved pre-recorded videos and photos documenting their loved one's condition, which can then be shared with extended family. Adding to this capability is the ability to access various telehealth platforms from within the secure Family Portal.

Providers that adopt the Family CareSpace platform will reap multiple benefits, in addition to better protecting residents and forging deep levels of trust with the families of people under their care. Notably, the platform creates constant documentation of each caregiver's preventative measures for their residents — from medication management to activities to meals, to actual care minutes spent with residents.

This establishes an unprecedented level of transparency and accountability, and also insulates providers from the possibility of liability lawsuits, especially in an environment where premiums are skyrocketing while fewer insurance carriers are willing to underwrite long-term care.





## How Family CareSpace Boosts Staff Retention

At a time when staffing turnover is rampant in senior living, the ways in which Family CareSpace helps staff do their jobs cannot be understated. McCoy relays one such story, in which a caregiver at a memory care facility was able to use the technology to quickly help two residents and perhaps save her job.

The caregiver, Donna, was assisting a resident with a personal care matter when another resident with dementia accidentally entered the room. The resident was six-foot-five and struggled with aggression, and Donna was concerned that he might harm the resident, himself or her.

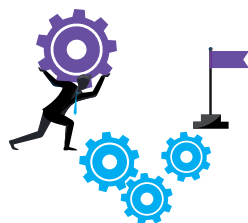
Donna was able to press the emergency alert button on her badge which indicated her location. The alert was responded by another team member who was nearby, in the hallway. The second caregiver was able to enter the unit, de-escalate the situation and remove the man.

Donna later said that if she did not have access to the Family CareSpace system, the man may have spurred a physical confrontation with the other resident, potentially causing her to lose her job. She became an advocate for the Family CareSpace system among other caregivers, and because the community had only recently implemented the system, Donna's newfound support helped boost caregiver adoption.

The platform has other benefits that help caregivers do their job, thus improving their work experience:

- Show time spent on tasks, such as housekeeping or disinfecting surfaces
- Track inventory, helping staff locate key equipment

Senior Living communities have told McCoy that between 10% and 20% of an associate's workday is spent in a non-care activity such as looking for other staff, key assets or residents. With the CareProvider mobile application, Family CareSpace can free associates to spend more time providing care and, by extension, create better outcomes for residents.



## What owners and operators want

### HOW TECHNOLOGY KEEPS FAMILIES ENGAGED, INFORMED

Family CareSpace's partnership with PointClickCare is only the start of bigger things for the platform. The company is partnering on a pilot project with the University of Cincinnati, where the platform will be installed in an assisted living wing within a life plan community. Residents will then be measured on pre-determined baseline levels to determine the extent of positive outcomes to residents.

Funded with grants by the National Science Foundation, the university will research several areas of how Family CareSpace can positively impact the wellbeing of residents. For example, those that are struggling with loneliness and social isolation, Karlynn BrintzenhofeSzoc, Professor of Social Work at UC's College of Applied Sciences, says,

"There's very little research on the prevalence of loneliness in people who live in assisted living and in nursing homes," BrintzenhofeSzoc says. "There's a perception that if you're in a nursing home or in assisted living, you're automatically isolated from important people in your life and thus you are lonely."

The program also serves as an opportunity to expand Family CareSpace's capabilities, Claudia Rebola, Associate Dean for Research at UC's College of Design Architecture Art and Planning, says.



Rebola believes that the platform is already so well-defined for providers, and the research is an opportunity to measure the extent of positive outcomes on residents and operations in various areas. All of these efforts will provide transparency of care and boost NOI — thus senior living operators that implement Family CareSpace to solve today's challenges will also have the right technology foundation to help address the uncertainties and opportunities of the future.



As a proven software and sensor platform for the long-term care industry, Family CareSpace offers robust solutions that can uniquely meet many critical needs a community wants to address today. **To learn more, visit Family CareSpace at [familycarespace.com](https://familycarespace.com) or contact:**

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