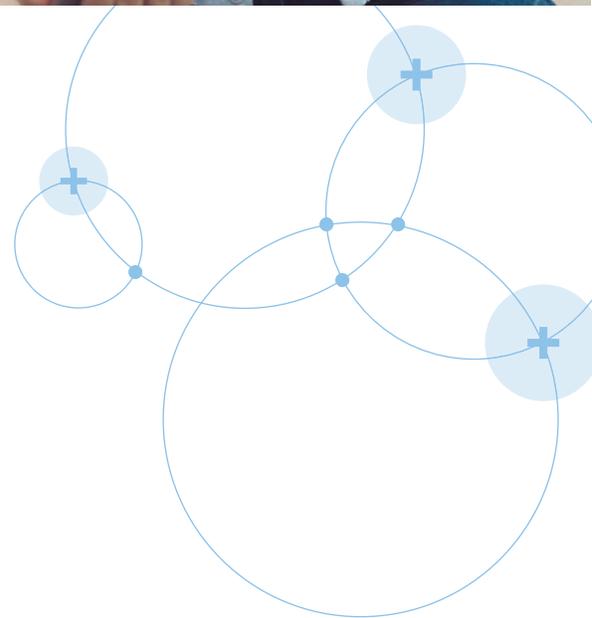
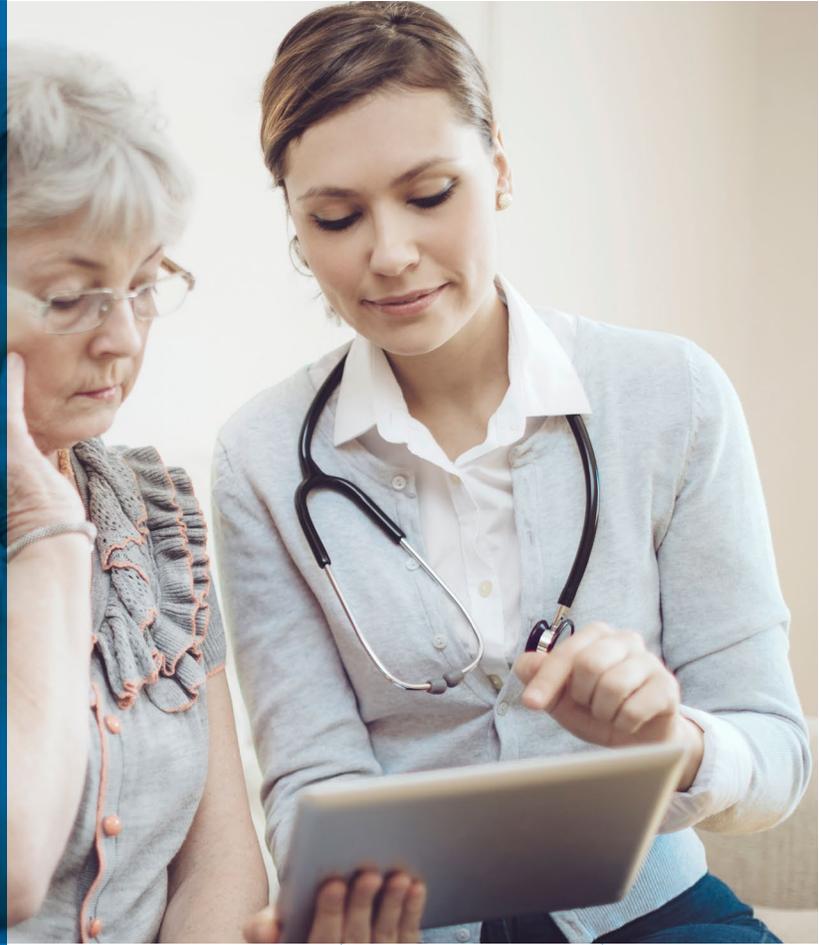


How Providers Can Use Remote Monitoring to Achieve Business Wins



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There's a lot of talk today about the role of technology in senior living. From automating caregiver tasks to managing residents with passive monitoring, technology can change the way senior housing providers streamline their practices and spend their time with residents. But with new technology trends hitting the industry, one thing is clear: as they invest in technology, providers need to ensure they are actually improving care and boosting business functions as a result.

Minnesota-based Guardian Angels Senior Services is finding both to be true. The organization has implemented Healthsense's* remote health and safety monitoring services in two of its communities to date, with measured success.

Originally founded by the Episcopal Church in 1965, Guardian Angels has expanded over the years to include skilled nursing, transitional care, senior housing, wellness, assisted living, adult day care, memory care, and a home health, home care/hospice partnership. The company operates in five different communities across the continuum of care.

Kristin Neff is Guardian Angels' Chief Operating Officer and joined the organization around the same time it was underway with opening two new senior living communities in Minnesota that would incorporate Healthsense's remote health and safety monitoring throughout their independent living, catered living, assisted living, and memory care units.

After bringing the service on board in late 2014, Guardian Angels has learned how to utilize the data to reduce hospital readmission rates and lower labor

costs by streamlining caregiving activities. With less than a year of data under its belt, the organization is already able to compare its technology wins in its two Healthsense communities to those that have not integrated the technology.

A Three-Pronged Approach

For Guardian Angels, the activities of daily living information captured by Healthsense are critical in informing staff about residents' conditions. Nurses simply review metrics about the day-to-day activity of residents,

determining if care, service, or social interventions are needed. In the big picture, Guardian Angels can also compare data between its two assisted living communities that have adopted Healthsense, with its other communities that do not utilize remote health and safety monitoring.

A three-pronged approach to operationalizing the technology has enabled the business to see successes in daily use:

- **Assessment process** – As with many communities, Guardian Angels provides initial and ongoing assessments of residents. When a resident moves in, knowing specific information at intake about that person's health or safety concerns can provide immediate safety monitoring support. After move-in, the nurses use dashboard information for additional context about a resident and to identify changing care needs. For example, a nurse might look at the dashboard and see a resident is getting out of bed often at night. Care staff might increase services,

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*GreatCall acquired Healthsense in 2016.



recommend physician consultation, change medication, or discuss a care plan change.

- **Care conference process** – Guardian Angels implemented periodic meetings with residents and family members to discuss care needs and right-size care plans. Healthsense data can support these conferences by better informing staff, enabling data-driven conversations with family, and in turn, identifying additional services residents need from Guardian Angels. Charts and graphs from the Healthsense dashboard can demonstrate to a family if the resident’s care plan is going well or if adjustments may be necessary. Caregivers can back up their recommendations with data, shifting an emotional conversation to one that is more data-driven.
- **Daily caregiving process** – A daily meeting among care staff to discuss care priorities and ongoing clinical changes creates a more efficient and proactive workflow. The care staff takes a

couple minutes every morning to look at the dashboard and see any changes in activity that could prompt a clinical intervention. Care aides receive calls from Healthsense to alert them of real-time safety concerns, allowing them to promptly provide assistance. Continuous monitoring provides enhanced wellness checks and allows care aides to spend time on more meaningful and revenue-generating tasks.

Implementation

Guardian Angels has already been able to measure some returns in the short time period since it has adopted Healthsense, following the implementation process. As the two new communities opened, staff members were trained to gain an understanding of how Healthsense could enhance the caregiving process. Neff and her team began meeting every morning to review the Healthsense dashboard and understand how the data could inform staff and effectively influence care plans.



We have had fewer readmissions to the hospital and a handful of good catches that found some changes in conditions and illnesses that may have gone unrecognized for a longer period of time before there would have been costlier clinical interventions.

— KRISTIN NEFF,
CHIEF OPERATING OFFICER OF GUARDIAN ANGELS

“The implementation, from a structural standpoint, was very organized,” says Neff. “We worked with another vendor to make sure we had the technology infrastructure in place so that Healthsense—and all our technology—would function properly. We were able to iron out any issues within a month or two prior to opening the campus. Within three months of opening, our key leadership staff was trained on how to interpret Healthsense data and how to respond it.”

Learning about the analysis that appeared on Healthsense’s dashboard was key for the staff at Guardian Angels, who may not have been accustomed to tracking certain metrics or interpreting the value of added information.

“Nursing school doesn’t include classes on how to interpret activity data that says a person is getting out

of bed more at night,” says Sarah Jones, vice president of customer success at Healthsense. “Intuitively, a nurse would know how to act on this information, but it can take some learning to add the quantitative analysis of this information into their care workflow.”

To help ensure the Guardian Angels care staff could enhance their caregiving process with the data, Healthsense worked closely with the team of nurses.

“We got to know the nurses to understand their workflow and make suggestions about when and how they can use Healthsense to augment caregiving,” says Jones. “For several weeks every morning, Healthsense and the nurses of Guardian Angels met and reviewed the information on the dashboard. The point was to help the nurses confidently and competently add Healthsense into their daily workflow.”

Metrics That Matter

As COO, Neff looks to the essential metrics that matter most for the health of residents and the bottom line of the business. She also tracks the number of absent days—when a resident spends time receiving care outside of the community. A higher number of absent days not only signals a decline in a resident’s condition, but it’s also bad for business.

One of the most important metrics that Guardian Angels has been able to plot since implementing Healthsense is what Neff calls a “good catch.” The “good catch” occurs when the staff is able to clinically intervene before the resident becomes sicker or needs to visit the hospital.

Compared to its third community without Healthsense, Guardian Angels saw the following results at two communities with Healthsense in 2015:

	COMMUNITY 1	COMMUNITY 2
Days lost due to hospitalization	43% fewer days lost	38% fewer days lost

Source: Guardian Angels

The Healthsense dashboard identified several urinary tract infections among residents in advance, for example, alerting care staff and preventing more acute care measures. This intervention is possible because Healthsense provides nurses with information they wouldn't have otherwise had about their residents.

"We have had fewer readmissions to the hospital and a handful of good catches that found some changes in conditions and illnesses that may have gone unrecognized for a longer period of time before there would have been costlier clinical interventions," says Neff.

Since implementing Healthsense, the two Guardian Angels communities have seen improved health outcomes among their residents. In addition to a number of good catches in each community, in comparison to its non-Healthsense community, both have reduced their number of falls requiring hospitalization and number of days lost due to hospitalization (see chart).

Enhancing the Caregiver Process and Automating Tasks

Beyond helping Guardian Angels track important data points, Healthsense health and safety monitoring enables the business of Guardian Angels to see day-to-day benefits as well.

Healthsense enables some tasks to be automated through remote monitoring, allowing Guardian Angels to improve staff efficiency and generate increased revenue. Care staff can also deliver more meaningful and stimulating care.

One of the tasks Healthsense has replaced is a reassurance check, where a nurse does a physical check-in on a resident. These checks are beneficial to identify residents who may be at risk of a fall or another health issue, but even so, checks are typically only conducted every few hours.

"In the middle of the night, that's disruptive," Jones

says of the physical checks. "It's not the best use of a caregiver's time and only gives an eye on a resident every few hours. That obviously leaves a resident without the safety net the moment the care aide is gone."

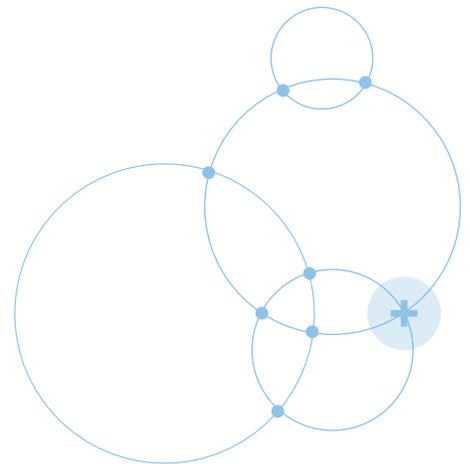
By comparison, Healthsense remotely monitors movement of a resident and automates the task for a caregiver by alerting caregivers to residents who are not as active as expected and should have a physical check.

"An inactivity monitor will call out to caregivers when there hasn't been activity at an apartment," Jones says. "They are checking by exception, and they are trusting that Healthsense is monitoring residents."

The result is less disruptive to residents, more efficient for caregivers, and provides better monitoring to improve care.

Information displayed on the Healthsense dashboard can help identify when a resident may need additional services or an adjustment to their care plan. The dashboard can enhance the caregiver process by prompting conversations between nurses or care aides and residents and their family members, and gives data support those conversations.

This can help ensure residents are getting the care they need and support appropriate revenue capture by the communities.





Business Successes

With the fundamentals in place, Guardian Angels is looking forward to increasing its staff efficiency with Healthsense and seeing the cost benefits improve as more of these metrics are interpreted into better quality of care.

As a result, the organization has also seen other areas of improvement including:

- **Documentation** – Implementing Healthsense helped identify gaps in documentation, which remains a focus for the care team to properly track and provide care. While Healthsense does not increase documentation, the system can act as a support by informing care staff with additional metrics.
- **Service Revenue Capture** – Healthsense implementation illuminated services that were inadvertently “given away” by well-meaning care staff, such as reassurance checks built into basic care plans. Efforts to better document these services helped with accurate revenue capture.
- **Cost analysis** – A consulting engagement with Plante Moran Living Forward helped clearly identify the cost of delivering services and identify ways Healthsense can help to improve the business performance of Guardian Angels.

Embracing Health and Safety Monitoring can have a profound impact on the lives of senior housing residents and a business. Guardian Angels’ initial success shows improved communication and a streamlined approach for how staff can react to the needs of senior residents and achieve big wins with remote monitoring.

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