

# High tech meets high touch at Senior Lifestyle Corporation



Modeled on the hospitality industry’s ability to tailor services to individual needs, Senior Lifestyle Corporation (SLC)\* combines the amenities of luxury hotel living with a continuum of care approach. To ensure its staff delivers the highest levels of care to residents, Senior Lifestyle Corporation relies on the built-in monitoring, tracking, and reporting capabilities of Intel-GE Care Innovations™ QuietCare®.

#### Profile:

One of the largest providers of care for seniors in the country, Senior Lifestyle Corporation operates over 12,000 units, located in 100 communities across the US.

#### Need:

To meet the demands of its rapidly growing business, Senior Lifestyle Corporation needed to provide consistent, high-quality resident care while ensuring its staff could meet the highest standards for excellence and safety.

#### Solution:

Senior Lifestyle Corporation installed Care Innovations™ QuietCare® in more than 1500 Assisted Living residences.

#### Impact:

- Thanks to information obtained using QuietCare®, clinical directors at Senior Lifestyle Corporation are able to:
- Provide family members with objective reports about their loved ones
  - Review alerts and triggers, flagging at-risk residents for staff follow-up
  - Detect changes in frequency of bathroom visits
  - Limit “time on the floor” following a fall
  - Detect daily activities of residents
  - Monitor residents’ ability to self-administer medication



## Better reporting supports better care



Reliable. Consistent. Impartial. Accurate. These are just a few of the qualities team members of the clinical and operations team at SLC mention when they discuss the benefits of deploying QuietCare in over 1500 of their residential units around the country. By helping to ensure the safety and well-being of residents, QuietCare has become an essential part of the services SLC provides and an important part of its marketing efforts as SLC seeks to differentiate itself in an increasingly competitive marketplace.

**"We schedule staff to check our residents on a regular basis, but QuietCare monitoring provides us information we would not otherwise have - information that helps us deliver prompt, proactive care."**

— Patricia Foran  
Vice President of Clinical Services  
Senior Lifestyle Corporation

According to Kristy Smiley, Assisted Living Director and Director of Nursing at Senior Lifestyle Corporation's Evergreen Retirement Community, "We present QuietCare as a key differentiator. We use it as an extra layer of benefits that we can provide. We tell prospective residents, 'We can serve you better with QuietCare because it catches the little things before they become big things.'"

As new residents move into the Evergreen community, they are automatically equipped with QuietCare. Smiley says, "QuietCare reports are an essential part of the 'care conference' Evergreen conducts with its residents and their families. To make sure their Mom or Dad receives the level of care they require, QuietCare reports can be used to help families understand the changing needs of their loved ones." Smiley points out, "The comprehensive reports open a window into the quality of care SLC provides, including motion through doors, which provides a detailed record of how many times a day their parent is being checked on, and at what hours."

"It doesn't remove all of our families' concerns," Smiley says, "but QuietCare is a powerful tool to use with families to provide peace of mind." And thanks to its ability to learn from and respond to each individual resident's patterns of activity, Smiley says, "QuietCare is a better way to monitor our assisted living apartments each day."

## The day begins with a QuietCare report

For Nichole Paul, a nurse with 16 years experience, and the Director of Assisted Living at Lake Barrington Woods for the past 10 years, QuietCare has become an essential part of daily operations. Upon her arrival at work, the first thing Paul does is check the reports generated by QuietCare. "I look for alerts that were sent out overnight," Paul says. "If something is off, I follow up with the nursing staff. I ask them to check in with residents, and ask them how their night was. QuietCare gives us a head's up about events that take place. If someone did not have a good night, or is confused, or goes to the bathroom too many times, if a resident has wandering issues, we can work to head them off before they become larger issues. If we ask the right questions, we get the right answers."

Paul is constantly on alert for urinary tract infections (UTI), which are problematic in their own right, but can also cause confusion. Because frequent bathroom use can indicate a urinary tract infection, Paul says, "Bathroom visits are important for us to track." QuietCare tracks the frequency of bathroom use at night. Recognizing if a resident's bathroom use has increased, QuietCare can help identify emerging health problems. Paul says, "It could be abdominal discomfort. It could be incontinence, diarrhea, or a UTI. Therefore I talk to the doctor, get lab work ordered, and find out what's going on. We use QuietCare proactively, to try to prevent more serious issues like dehydration and UTIs from becoming worse."

**"We present QuietCare as a key differentiator when we market Evergreen. We tell prospective residents, 'We can serve you better with QuietCare because it catches the little things before they become big things.'"**

— Kristy Smiley  
Assisted Living Director  
and Director of Nursing  
Evergreen Retirement Community  
Senior Lifestyle Corporation



QuietCare® from Care Innovations™ helps transform eldercare with innovative smart sensor technology, not video cameras, that learns the daily living patterns of senior community residents and sends alerts when certain out-of-the-ordinary events occur. One study reports QuietCare increased length of stay by up to 60%.<sup>1</sup> QuietCare has also contributed to 58% decrease in total falls according to the study commissioned by GE Healthcare.

<sup>1</sup>GE-commissioned study in Northeastern U.S.

## Objective reports support informed decision-making

Senior Lifestyle Corporation is dedicated to offering lifestyle programs that cater to specific needs of its residents. This means care staff can direct appropriate levels of care, using the data QuietCare provides. Heather Keena, Regional Director of Operations and former Executive Director, reports that QuietCare is instrumental in providing objective data on the status of residents at the assisted living community she manages.

**"From health care monitoring, to staff performance, and delivering information on health status of residents, QuietCare has been phenomenal in providing feedback."**

— Heather Keena  
Regional Director of Operations  
Senior Lifestyle Corporation

"If night wandering is a concern," Keena says, "QuietCare can give us the information we need to make better determinations about the direction a resident's health care should take." When it comes time to explain the need for additional levels of care to family members, the care-giving

team at Lake Barrington Woods relies on the objective facts and reports QuietCare provides.

As Keena explains, "With everyone on the same page, staff can say, objectively, 'Your Mom needs more assistance,' which we can back up with the factual reports that suggest an appropriate course of action." Instead of a decision fraught with emotion, thanks to QuietCare reports, the caregivers can have a conversation with family members based on tangible data. As a result, residents get the care they need, when they need it.

**For more information about QuietCare,  
visit [www.careinnovations.com/quietcare](http://www.careinnovations.com/quietcare)**



The QuietCare system is not an emergency response or alarm system and is not intended for providing medical care. Data from the QuietCare system should not be relied on as medical advice or clinical diagnosis.

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