

Data Delivers on the Promise of Meaningful Resident Engagement



With Linked Senior, Julie Aukley, Corporate Director of Memory Care at Acts Retirement-Life Communities, Inc., has taken the innovative step of training team members outside of the enrichment department, such as certified nursing assistants, so that meaningful engagement can happen for all residents based on their preferences; even when a life enrichment professional may not be immediately available. The technology has helped Julie to accurately assess and effectively evaluate daily resident engagement. Acts averages 52 minutes of resident engagement per day now, more than 2x the national average.

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ORGANIZATION TYPES

- ✓ Assisted Living Facilities
- ✓ Skilled Nursing Facilities
- ✓ Memory Care Facility
- ✓ Continuing Care Retirement Communities (CCRC)

SOCIALIZATION MODALITY

- ✓ Art
- ✓ Games
- ✓ Exercise
- ✓ Music
- ✓ Rehabilitation

BUSINESS MODEL

- ✓ Private Insurance
- ✓ Private Pay

MAIN CONTRIBUTOR

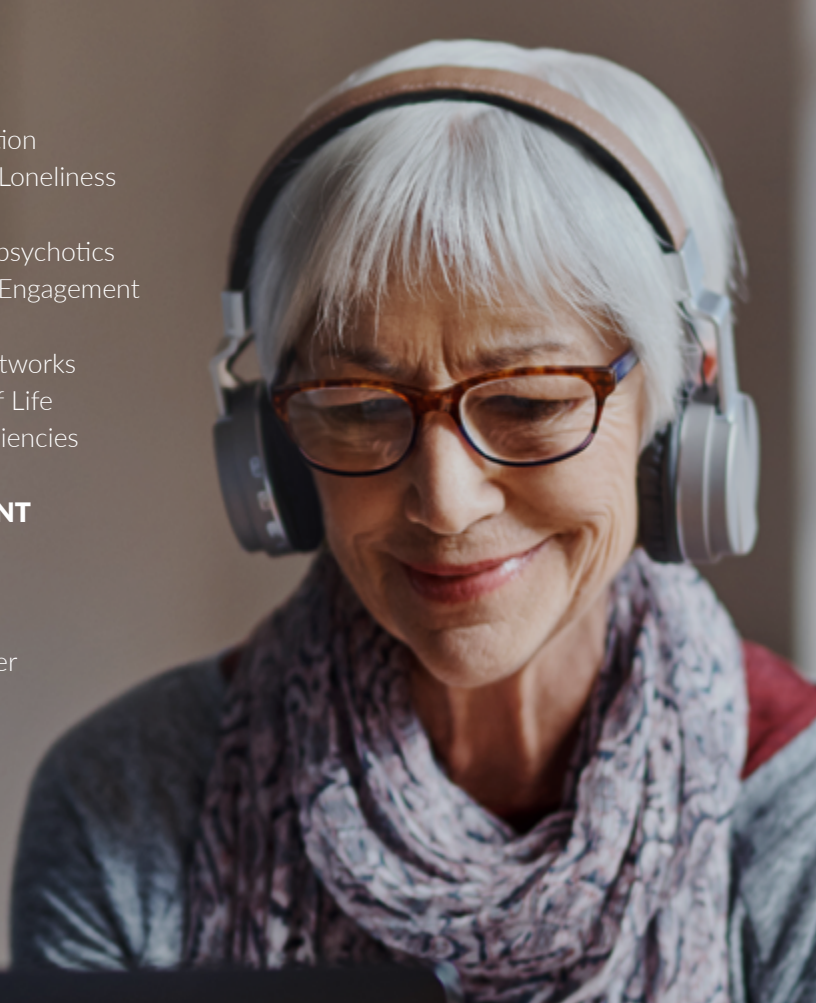
Julie Aukley, Corporate Director of Memory Care at Acts Retirement-Life Communities, Inc.

CATEGORIES

- ✓ Reduce Social Isolation
- ✓ Reduce Feelings of Loneliness
- ✓ Reduce Depression
- ✓ Reduce Use of Antipsychotics
- ✓ Increased Resident Engagement and Satisfaction
- ✓ Increased Social Networks
- ✓ Increased Quality of Life
- ✓ Increased Staff Efficiencies

SYSTEM EMBODIMENT

- ✓ Tablet
- ✓ Desktop Computer
- ✓ Laptop
- ✓ All-In-One Computer
- ✓ Smart TV
- ✓ TV Set Top Box
- ✓ Fixed Touch Screen



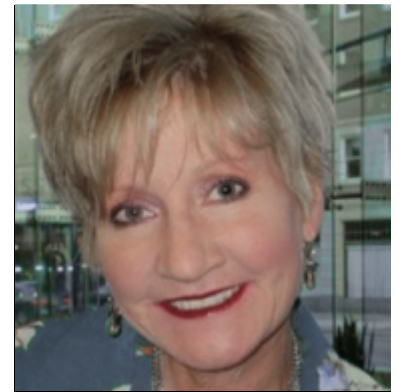
ABOUT THE ORGANIZATION

Acts Retirement-Life Communities (Acts) is incorporated in Pennsylvania and is designated as a 501 (c) 3 charitable organization. They began offering senior retirement living options in 1972 and their mission is to provide security and peace of mind to seniors by being a preeminent provider of retirement-life services. There are a total of 26 communities at Acts that provide independent living, assisted living, and skilled nursing care options, with a total of 52 neighborhoods.

IMPLEMENTATION APPROACH

With insights generated by Linked Senior, Acts is ensuring team member support, coaching and accountability. The platform allows Julie to support her team members so that they can work smarter not harder. It can also help team members access and evaluate resident engagement data across communities in real time, especially for those living with cognitive change.

Life Enrichment Coordinators attend interdisciplinary meetings with comprehensive reports on engagement data in their hands, allowing them to be recognized for their work, collaborate more effectively, and help advance the Acts Engaged Living mission and vision. This empowers the life enrichment department and interdisciplinary team members realize the value of what it means to “play with purpose” when it comes to resident engagement. Linked Senior has saved Acts 5.2 days of work per community, per month.



Julie Aukley, Corporate Director of Memory Care at Acts Retirement-Life Communities, Inc.

OUTCOMES

- ✓ Reduce Social Isolation
- ✓ Reduce Feelings of Loneliness
- ✓ Reduced Depression
- ✓ Reduced Use of Antipsychotics
- ✓ Increased Resident Engagement and Satisfaction
- ✓ Increased Social Networks
- ✓ Increased Quality of Life
- ✓ Increased Staff Efficiencies
- ✓ Increased Revenue

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CHALLENGES AND PITFALLS TO AVOID

- Plan for relevant support and feedback mechanism from team members.
- Allow for an evaluation phase to learn about best practices and ensure buy in from all stakeholders.
- Ensure communication and education in terms of policy and procedure begins early in the implementation process.

LESSONS LEARNED/ADVICE TO SHARE WITH OTHERS

- Select a technology partner that has a method and dedicated team member for onboarding, training, and support.
- Partner with team members at the community level so that they have ownership of the new initiative.
- Incorporate insights and best practices in steering committees at the community, the regional and the VP levels.
- Consider using data to coach team members and to elevate their department.