

## Case Study:

# All In: Enabling Meaning for All Elders and Team Augmentation with Technology



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### Categories:

- ◆ Reduced Social Isolation and Feelings of Loneliness
- ◆ Increased Resident Engagement/Satisfaction
- ◆ Increased Staff Efficiencies

### About the Organization

#### Organization Name:

Presbyterian Senior Living

#### Main Contributor:

Alicia Fenstermacher, LSW/MSW, NHA, CDP, Vice President of Purposeful Living

#### Organization Type:

Adult Day Care/Senior Centers, Assisted Living Facilities, Skilled Nursing Facilities, and Memory Care Facility

#### Organization Description:

Presbyterian Senior Living is a not-for-profit organization, providing retirement and senior care services for more than 90 years. Headquartered in Dillsburg, PA, our communities provide comprehensive services and accommodations to more than 6,000 seniors in 30 locations across the mid-Atlantic region of Pennsylvania, Maryland, Ohio, and Delaware.

### Project Description

Presbyterian Senior Living (PSL) is using Linked Senior throughout its communities to help deliver on its promise of delivering the best resident experience and quality of life. The solution allows staff members to offer research-based engagement opportunities that are fun and person-centered. There is flexibility to customize content based on special events or resident-specific interests. The product augments team members' efforts by improving efficiencies and enabling interdisciplinary work so they can meaningfully engage residents every day.

### Socialization Modality

Art, Games, Exercise, and Music

### System Embodiment

Tablet, Laptop, All-In-One Computer, and Smart TV

### Business Model

Not-for-profit

### Implementation Approach

PSL was able to leverage technology quickly during the pandemic to help combat social isolation, especially when residents couldn't leave their rooms. With Linked Senior, residents and team members can access the platform through an unlimited number of devices such as iPads, which were easy to clean. This is ideal to make the team efficient and multiply the number of 1:1 and self-directed programs. It is a tool that also improves visits with families and loved ones because the technology is accessible to different age groups, which fosters intergenerational connections. Since Linked Senior was implemented in September 2021, PSL has witnessed a 3+% increase in satisfaction with activities from residents and families in three months. The organization is also seeing a time savings of up to more than five days' worth of work per month for the whole team. This is especially meaningful at a time when staff are trying to do more with less. They are saving time when it comes to planning, with help from Linked Senior, which means there are more opportunities for them and all other departments to meaningfully engage all residents.

## Outcomes

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- ◆ Up to 5.75 days of staff time saved per community per month
- ◆ 3%+ improvement of resident and family satisfaction
- ◆ Reduced Social Isolation
- ◆ Reduced Feelings of Loneliness

## Challenges and Pitfalls to Avoid

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Alicia Fenstermacher shared that taking on this type of project during a global pandemic while also experiencing staffing challenges can be difficult. An organization should pace the effort, partner with the vendor, and make sure its implementation approach is flexible, offers ample training opportunities, and stays alert to staff burnout.

## Lessons Learned/Advice to Share with Others

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Fenstermacher and her team were successful with this project, despite the pandemic and staffing challenges because she made sure people understood the implementation process for the new technology and received support from her IT provider in setting up the Linked Senior app on communities' electronic devices. In the future, she plans to have more certified nursing aides, interdisciplinary team members, and volunteers involved in activities supported with Linked Senior.