



INNISWOOD VILLAGE



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The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

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Increased Resident Engagement, Quality of Life, Staff Efficiencies and Safety and Security through Social Connectedness and Engagement Technology

Categories

- Reduce Social Isolation
- Reduce Feelings of Loneliness
- Reduce Depression
- Increase Resident Engagement and Satisfaction
- Increased Social Networks
- Increased Quality of Life
- Increased Staff Efficiencies
- Increased Safety and Security

Organization Name

National Church Residences – Inniswood Village

Organization Type

Continuing Care Retirement Community (CCRC)

Organization Description

As a one-of-a-kind senior living community located in Westerville, Ohio, National Church Residences' Inniswood Village offers seniors carefree living with a superior level of everyday convenience. Offering senior apartment homes as well as assisted living and memory care tucked in next to the serene beauty of Inniswood Metro Gardens. The heart of the community is its Town Center, offering many of the conveniences you'd find in a small town. The services, from home care to culinary experiences, are top quality. The community gives residents opportunities to enjoy life at its best: the arts, nature, spiritual growth and a holistic approach to health and wellness. Inniswood Village offers a high-quality living experience that not only connects residents with the community around them, but the community beyond their walls as well.

Project Description

With a focus on engagement, connectedness and bringing quality to everyday life, Inniswood Village leverages Status Solutions' CATIE in-room portal solution to streamline communication and improve the day-to-day lives of residents and staff. This enterprise solution enables Inniswood Village to deliver digitized content and endless self-service options, giving residents access to information and services they want while keeping staff informed in order to provide the highest quality of care.

Socialization Modality

Social Network, Video Chat, Audio Chat, Photo Sharing, Event/Activity Sharing, E-Mail, Text Chat, Picture Chat, Life Stories, Community App, Facilitated Communications and Conversations

System Embodiment

Tablet, Desktop Computer, Laptop, Fixed Touch Screen, Smartphone

Business Model

Private Pay

Implementation/Response Approach

National Church Residences assembled an IT and Operations team, tasked with researching and implementing resident engagement technology at their brand new facility. National Church Residences was actively looking for a technology solution when Status Solutions approached the team with their in-room portal solution, CATIE. National Church Residences discussed expectations and desired outcomes of the technology. Subsequently, Status Solutions invited the National Church Residences team to a current customer site of theirs to show how the technology is currently working in a similar setting. The team had a hands-on experience as they tested the technology, talked to residents and staff, and recognized all the technology has to offer. Status Solutions worked closely with National Church's team on an extensive amount of discovery in order to further understand and identify the desired outcomes of the implementation of this technology. National Church Residences partnered with Status Solutions to implement a technology that aligns with the mission to provide high quality care, services and residential communities for all seniors.

Outcomes

Increased Quality of Life

CATIE introduces a new and efficient way to keep residents informed of community happenings, while keeping staff informed of resident's needs on a daily basis. The always-on CATIE portal establishes a link to the community and the world beyond digital isolation. This solution enhances the daily lives of residents through its functions as an intercom, message center, electronic bulletin board and concierge.

Many residents that move into a senior living facility are accustomed to an independent lifestyle; therefore, the transition to a senior retirement community can be difficult. CATIE is a non-intrusive solution that enables residents to maintain their independent lifestyle while staying connected with their community and keeping staff informed with necessary information. Maintaining social connections with those outside of the facility, especially with loved ones who may live long distances away, is crucial for residents and their families. With CATIE, residents communicate with family and friends by email through a user-friendly interface that allows residents to respond by recording their voice with the touch of a button. From signing up for activities and using the event calendar to sharing photos with loved ones through email, CATIE streamlines communication and keeps residents connected to those within the facility and beyond its perimeter.

"I believe that our residents have really grown as individuals because they are engaged with this technology. When we are able to put information right in people's hands, it does increase engagement."

Sally Grote, Executive Director, Inniswood Village, on the impact of CATIE for residents.

Increased Resident Engagement, Satisfaction, Social Networks, Reduce Social Isolation, Feelings of Loneliness and Depression

Keeping residents engaged is a key component to reducing social isolation, feelings of loneliness and depression. CATIE serves as a portal to the community and residents consistently check CATIE to stay connected and engaged. Residents look to CATIE to see the latest community pictures in the carousel on the home page, check the latest announcements on the bulletin board, and can call other residents using CATIE. Resident

happiness is at the top of the priority list for the Inniswood Village staff; importantly, CATIE serves as a vehicle for staff to send out surveys and encourages them to submit their thoughts and ideas into the suggestion box located on the portal.

CATIE gives residents the opportunity to engage with their community in a variety of ways. Through CATIE, residents view and sign up for the activities going on in the community. Status Solutions recently started an intergenerational engagement program, where they bring in local high school students to train residents how to use the new technology. The “Coffee and CATIE” training session was posted on the activity calendar, and residents signed up and attended the training with CATIE by their side. At these trainings, residents have the opportunity to interact with the younger generation while learning how to use the technology they’re surrounded by every day.

Increase Staff Efficiencies

CATIE not only enhances the lives of residents but also streamlines organizational business processes. The information staff receives from CATIE enables them to make informed decisions regarding visitor administration, service requests, meal preparation, event planning, and most importantly, the health and safety of the residents. Notifications to residents’ CATIE devices can vary from approaching inclement weather to picture day in the lobby, and can be pushed out in a matter of minutes. With CATIE, staff is able to ensure residents have the most up to date information regarding meals and activities. Digitizing the menus and activity calendars not only saves printing and distribution time but also enables staff to update information in real-time when changes occur. In addition, residents can submit digital service requests for housekeeping or maintenance, providing service staff with an efficient and centralized way to manage facility needs.

Increased Safety & Security

Resident health and safety is of the utmost importance and CATIE provides staff with the information they need to proactively react to a potential emergency situation. One thing residents have stressed is how they feel exponentially safer with CATIE. CATIE has a check-in feature to be used each morning. Residents push a button on their portal between set times each day. A report is generated letting staff know which residents did not check in, providing them an unobtrusive way to ensure resident safety. This not only makes the residents feel

safer but it gives their families peace of mind. In order for guests and visitors to gain access to the facility, they must call residents through a CATIE mounted by the entrance. Residents receive this call on their CATIE and they can see who their visitor is through the live video feed instantly pushed to them. Residents now feel confident that everyone walking around the building was given the proper access.

Challenges and Pitfalls to Avoid

Although technology is embedded in most of our everyday lives, it isn’t something that this generation is accustomed to. The major challenge you face with implementing technology in a senior living facility is the initial push back from residents. Many seniors have very little experience with technology and now you are asking them to change their lifestyle and incorporate it into their daily routine. With that being said, it is crucial to implement a technology that is user-friendly for seniors. Residents are not going to adapt to technology that is complicated for them to navigate. If your residents do not engage with the technology then staff will be forced to find other means of communication and your investment will go unused.

Lessons Learned/ Advice to Share with Others

Do not underestimate the importance of training. Upon move-in, between unpacking and decorating, residents were trained on how to use CATIE. But, you have to remember that these seniors are uprooting their lives and moving into a new home. It can be an overwhelming experience. Your new residents have a lot going on and learning how to use new technology is not necessarily at the top of their priority list. Through Status Solutions intergenerational engagement program, Inniswood Village is able to offer training to residents in a comfortable setting and provide them the opportunity to interact with a younger generation. Offering ongoing training once a month to residents as a refresher reinforces their confidence in the technology and improves the day-to-day lives of residents, staff and loved ones.