

Case Study:

Data Delivers on the Promise of Meaningful Resident Engagement



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Categories:

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

About the Organization

Organization Name:

Acts Retirement-Life Communities

Main Contributor:

Julie Ackley, Corporate Director of Memory Care

Organization Type:

Assisted living facilities, skilled nursing facilities, memory care facility, and continuing care retirement communities (CCRC)

Organization Description:

Acts Retirement-Life Communities (Acts) is incorporated in Pennsylvania and is designated as a 501(c)3 charitable organization. Acts began offering senior retirement living options in 1972 and its mission is to provide security and peace of mind to seniors.

Project Description

With Linked Senior, Julie Ackley 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 Ackley to accurately assess and effectively evaluate daily resident engagement. Acts averages 52 minutes of resident engagement per day now, more than two times the national average.

Socialization Modality

Art, games, exercise, rehabilitation, and music

System Embodiment

Tablet, desktop computer, laptop, all-in-one computer, smart TV, TV set top box, and fixed touch screen.

Business Model

Private insurance and private pay

Implementation Approach

With insights generated by Linked Senior, Acts is ensuring team member support, coaching, and accountability. The platform allows Ackley 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.

Outcomes

- ◆ Reduce Social Isolation = 94%+ engagement
- ◆ Reduced Use of Antipsychotics = -20%
- ◆ Increased Resident Engagement = 52 minutes of engagement a day (2.5 times the national average)
- ◆ Increased Resident Satisfaction = +15%
- ◆ Increased Staff Efficiencies = 5.2 days of work saved per community, per month.

Lessons Learned / Advice to Share with Others

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