Case Study:
Built for Scale: How Navion Standardized Clinical Operations Across 50+ Communities with ECP

NAVION SENIOR SOLUTIONS

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CATEGORIES

◆ Analytic tools

Organization Name:
Navion Senior Solutions

Main Contributor:
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Organization Type:
Assisted living

Organization Description:
Navion Senior Solutions operates 50+ senior living communities: over 2,000 residents across seven Southeastern states, offering assisted living, memory care, independent living, and short-stay programs. With a leadership team bringing over 150 years of combined experience, Navion continues to grow through acquisitions and partnerships with investors such as Blackstone and National Health Investors (NHI).

Project Description

Navion Senior Solutions, a rapidly growing senior living provider in the Southeastern U.S., faced clinical inconsistencies across multiple electronic and paper-based systems. Seeking to streamline medication management, unify training, and empower its regional leadership, Navion implemented ECP across more than 50 communities in seven states. The results: exceptional medication compliance, an industry-leading virtual rollout model, and a scalable clinical infrastructure that supports continued growth—earning them ECP's 2024 Med Management Award.

Navion's leadership set clear objectives for success:

- **Standardize all communities on one clinical platform (ECP)**
- **Ensure medication accuracy and regulatory compliance**
- **Create scalable, consistent onboarding and training models**
- **Give regional leaders actionable oversight tools**
- **Maintain quality and accountability to accelerate successful growth**

Challenge
Navion's growth through acquisition introduced operational inconsistency. Communities were operating on a patchwork of clinical systems—including several eMAR vendors and paper documentation—resulting in:
- Inconsistent care documentation and medication management practices
- Lack of visibility into performance for regional leaders
- Difficulty training and supporting staff across regions
- No unified system to measure or improve clinical performance

"It was chaos. We were managing paper, three different eMAR systems, and regional nurses were constantly reacting to problems in systems they didn't even know how to use. It was a dumpster fire floating down a flooded street."

— *Olivia Jenkins RNC-AL, MSN, senior regional director of clinical services, Navion*

Implementation Approach

Navion began with a six-week rollout model for its first set of communities, with regional nurses on-site for hands-on training and system setup. Over time, the team refined its approach, reducing rollout time to two weeks and eventually transitioning to a fully virtual rollout model in 2025, where they onboarded 13 communities in one day.

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Key implementation milestones:

- Rolled out ECP to 50+ communities in seven states; over 2,000 users of various roles
- Appointed an internal project lead to guide the process
- Focused first on medication management workflows
- Regional leaders used dashboards and audit tools to track adoption and compliance
- Enabled regional nurses to conduct oversight virtually while maintaining quality

"We went from a six-week rollout per community to launching 13 in one day. The virtual model isn't just efficient—it works."

— Olivia Jenkins RNC-AL, MSN, senior regional director of clinical services, Navion

Outcomes

Medication Compliance

Navion Senior Solutions has made significant strides in medication compliance—managing over **8.8 million scheduled medications annually**—while consistently exceeding internal benchmarks and driving measurable improvements across key categories throughout 2024. And Navion has done it all while managing high resident volume, including 176 move-ins in April alone and an annual average of 1,500–2,000 move-ins.

- **Missed medications**: Navion reported a missed medication rate of just **0.1%** across all ECP-enabled communities in 2024—far below its benchmark of less than 5%. This threshold is applied at both the company-wide and individual community levels, and reflects a strong commitment to medication safety.
- **Medications not available at time of administration:** The rate of unavailable medications at the time of administration was similarly low, at just **0.2%**, exceeding the organization's goal of remaining below 5%. This metric is tracked closely to reduce delays and potential care disruptions.
- **Late medications:** Late administration remains an area of active improvement. While the late med rate in 2024 was **8%**, it marked a substantial improvement from **12.3%** at the start of the year. Navion continues to focus on reducing this number below the internal benchmark of 5%, with further progress expected as process refinements continue.

These results led to Navion receiving **ECP's 2024 Med Management Award.**

Operational Consistency

Navion's transition to ECP laid the foundation for consistent, scalable clinical operations across its rapidly expanding footprint. The organization successfully onboarded **13 communities**—an effort made possible by a virtual training model that replaced the time- and resource-intensive on-site rollout process.

With all frontline staff trained through a controlled, guided environment and oversight reinforced by regional clinical leaders, the implementation was both efficient and effective. Training time was streamlined, travel expenses were reduced, and regional teams were freed up to focus on performance management rather than logistics.

- **13 communities** were successfully brought onto ECP's platform during a period of rapid growth.
- **The virtual training model** reduced onboarding time and eliminated the need for costly on-site rollouts.
- **Regional directors** now rely on real-time dashboards to track adoption, compliance, and clinical performance.
- A unified system has created **consistent workflows and documentation practices**, making "one system, one standard" the new operational norm.

This alignment has enabled Navion to scale without sacrificing quality, giving leadership the structure and visibility needed to support continued expansion.

Lessons Learned

In 2025, Navion proved that a fully virtual clinical system rollout isn't just possible—it's highly effective when combined with strong regional leadership and accountability. This approach allowed the organization to scale its ECP implementation quickly without compromising quality or outcomes.

Just as importantly, Navion recognized that internal standards must evolve as the organization matures. This commitment reflects not only confidence in their systems but a bold stance in prioritizing resident safety and clinical excellence.

Additional lessons that guided Navion's success:

- **Appoint a clear internal champion** to lead implementation and keep teams aligned.
- **Engage regional leadership** at every step to reinforce accountability and culture.

- **Standardization must be paired with reinforcement**—policies alone aren't enough.
- **Leverage data not just for reporting,** but for coaching, training, and course-correction.

These insights are now core to how Navion operates—setting a blueprint for other senior living providers looking to modernize, scale, and lead with intention.

"I am looking to lower our medication compliance target from 5% to 3% going into 2026. We're not waiting for the industry to define metrics—we're setting them."

— Olivia Jenkins RNC-AL, MSN, senior regional director of clinical services, Navion

Looking Ahead

In an industry that still lacks standardized, peer-reviewed benchmarks for assisted living, Navion has taken the lead—proactively **tightening its internal medication compliance threshold from 5% to 3%** beginning in 2026. With its full network now unified on ECP, Navion is doubling down on its commitment to clinical excellence and scalable growth.

This next phase of evolution will build on several key achievements:

- Strong gains in **medication charting adherence**, far exceeding internal benchmarks
- More **efficient staff onboarding and workflow consistency**, driven by standardized training and the virtual rollout model
- Empowered **regional leaders** who now have real-time oversight tools to track and support performance across multiple communities
- The successful onboarding of **13 communities** into a single, centralized clinical platform
- A **strengthened operational foundation** that can flexibly support continued expansion without compromising quality

Navion is not only future-proofing its growth—it's setting a precedent for how assisted living operators can lead with data, structure, and accountability.