

Case Study: AI Video Technology Reduced Response Times and Improved Outcomes



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Categories:

- ◆ Reduced Response Time, Incidences, and Costs
- ◆ Increased Resident/ Staff/Family Safety & Satisfaction and Peace of Mind
- ◆ Improved Regulatory Compliance and Outcomes (i.e., increased occupancy rates or health outcomes)

About the Organization

Organization Name:

Parker at Monroe

Main Contributors:

Dominic D'Ambrosio, LNHA—Licensed Nursing Home Administrator and Lisa Valentino, Director of Nursing

Organization Type:

Skilled Nursing Facilities

Organization Description:

Parker is a 501(c)(3) not-for-profit organization with a mission "to discover ways to make aging manageable, relatable, and enriching for all of society" and a vision to "make aging part of life." Parker is known as a pioneer, thought leader, and innovator in long-term care.

Project Description

Falls are one of the most difficult challenges for communities across senior care, and Parker is no exception. In fact, each second of each day in the United States, an older adult experiences a fall. Parker had assessed multiple innovations to determine which would best help solve their primary issue with falls. They selected SafelyYou's unique combination of AI video technology and remote clinical support to detect and prevent falls, specifically for those living with dementia.

Safety Technology Category

Fall Detection and Prevention

System Embodiment

AI-enabled cameras mounted in the corner of the bedroom, which detect falls and only record events surrounding an on-the-ground event.

Business Model

Private Health Insurance Coverage. Private Pay.

Implementation Approach

SafelyYou's AI-enabled cameras were placed in residents' rooms and activated once consent was received. The implementation process began with meeting with licensing team to confirm regulatory requirements and approval of the use of cameras, as well as to undergo policy and procedure review. The cameras were mounted in the corner of the bedroom—not the bathroom—then consents were captured, staff training took place, and the system was set up and tested to ensure the notification logic was confirmed and all necessary users had access.

For the pilot launch, target goals for product adoption and clinical outcomes were determined. Adoption goals included response time, time on the ground, time to watch, and opt-in rate. Clinical outcomes included reduced severity of falls, the percentage that resulted in ER visits, and documentation. A clinical success manager was assigned to support product adoption and policy and procedure adherence, as well as fall huddle reviews for uncovering appropriate interventions.

Outcomes

With the support of SafelyYou's AI video technology, the community saw significant results including: reduced response time and costs; increased peace of mind, safety, and satisfaction for residents, families, and staff; and improved outcomes and regulatory compliance.

Parker decided to further expand its pilot by adding the technology to additional wings at the community. In the post-pilot expansion, and for a period of 90 days, 49 residents opted in. During that time, 29% of residents had a fall event. And 20% of those falls were silent falls, meaning the resident experienced an on-the-ground event, but recovered on their own.

Being able to detect those silent falls now, when they would've likely otherwise gone unknown and unreported, meant being able to better assess for possible injuries that may have also gone unknown and unreported, or reported as injuries of unknown origin. That meant improved outcomes for residents and more accurate regulatory reporting by the community.

Of those SafelyYou-detected falls, 100% were unwitnessed. The ability to see how the falls happened and assess their severity empowered care staff to make better-informed clinical decisions, increasing peace of mind and saving time on neuro checks.

Additionally, Parker had only one ER visit during that time. SafelyYou video review meant seeing how falls occurred, so residents could get the right level of care and outcomes were improved.

Finally, residents' average time on the ground was reduced to 11.5 minutes. When falls are detected by SafelyYou, staff is immediately notified. As a result, the community reduced the average time on the ground for residents.

Challenges and Pitfalls to Avoid

Be sure all parties are clear on the purpose and goals of the pilot to ensure buy-in. And before launching, ensure you've set aside the necessary time to test the system and train the staff.

Lessons Learned/Advice to Share with Others

Assumptions about falls are different from what is actually happening, and the abilities of the residents were surprising. It's important to understand what the resident is trying to do and how we can accommodate them. Interventions should be created based on data in order to develop best practices. We also found that the training and education opportunities were not what we expected. Technology offers a way to uncover opportunities, but you have to rely on your team to drive outcomes.