Case Study:
Night Shift Revolution: Elevating Memory Care with the Momo BedSense

United Methodist Communities
Abundant Life for Seniors

Momo Medical

Category:

- ◆ Improving Function:
  - » ambulation, gait, balance, reducing fall risk; sleep quality; active lifestyle and behavior change
- ◆ Improving staff efficiencies and quality of life/satisfaction with care
- ◆ Reducing health care utilization, including hospitalization and hospital readmissions

About the Organization

Organization Name:
United Methodist Communities (UMC)

Main Contributor:
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Organization Type:
Assisted living facilities, skilled nursing and memory care facilities, home care, & senior housing

Organization Description:
UMC has a faith-based, non-profit mission to provide New Jersey seniors the security, health care, and socialization that creates the abundant lifestyle they deserve. Tapestries Memory Care at UMC is an assisted living community that provides housing, meals, and help with activities of daily living.

Project Description

United Methodist Communities implemented "Momo BedSense" in three of our Tapestries memory care communities. This project introduced internet-connected bed sensors that monitor and analyze residents' sleep patterns and movements, aiming to reduce falls and improve sleep quality. The system is designed for multi-user environments, distinguishing individual resident data to provide targeted care and interventions. By leveraging technology, our staff can prioritize and offer person-centered care, enhancing overall resident wellness.

Functional Assessment and Activity Monitoring System Type from the Assessed Patient/Resident/Client/User's Perspective

Momo BedSense — Internet-connected bed sensors together with the BedSense app show live and historical insights on smart devices carried by nursing staff. The actionable insights allow staff to be at the right place at the right time to prevent incidents and to quickly detect changes in residents' conditions. The care staff now know who needs their help, can prioritize their work, and can provide person-centered care. Access to sleep patterns and potential restlessness allows the team to proactively recognize potential risks for incidents based on the data. For example, for a resident who has had two very restless nights, the team can act on that information to keep an eye on the resident the next day.

Functional Assessment and Activity Monitoring Single/Multi-User Type

Multi-user with capacity to distinguish users.

Business Model

Private pay

Implementation Approach

The Momo BedSense system was implemented in three of UMC's Tapestries memory care communities to enhance the quality of care for residents. This innovative solution offers non-intrusive, real-time monitoring and has significantly improved UMC's approach to resident care. After a clear step-by-step preparation, Momo's team came over to install the BedSenses in all the rooms. To ensure good adoption of the Momo app, the Momo team conducted comprehensive training sessions, both in person and via Zoom, for all

staff across all three shifts. This extensive training ensured that every team member was equipped to leverage Momo's capabilities effectively.

During the first weeks of using the Momo app, notifications were disabled to allow the team time to get used to working with a smartphone and getting the hang of the app. Before enabling the notifications, staff were trained on how to tailor the notification settings to meet the individual resident's needs.

Throughout the implementation process, ongoing communication with frontline staff was maintained, including regular phone calls with the night staff to address any emerging issues and support continuous improvement. This proactive approach ensured that the system's implementation was smooth, and that staff were confident in using Momo BedSense to enhance resident care.

The BedSenses are connected to the Wi-Fi network and additionally create a mesh network to ensure robust connectivity. No infrastructure changes are needed, making it a plug-and-play solution. The simplicity of the setup allows for quick and smooth implementation.

Outcomes

The implementation of the Momo BedSense in UMC's Tapestries has profoundly enhanced both resident well-being and staff performance. By providing non-intrusive, real-time monitoring, BedSense allows residents to enjoy better sleep quality and overall wellness. The live information in the app reduces the need for frequent room checks, contributing to a more restful night's sleep. The app is invaluable for residents' requiring assistance upon waking, such as those needing help with toileting. Staff are alerted in real-time via notifications sent to their smartphones, allowing them to respond promptly and appropriately to the residents' needs. Care staff is informed when a resident is about to get up and can assist in time to prevent a fall. In the morning, the team implemented a more person-centered approach as staff can wait for residents to naturally stir before getting them out of bed, supporting their natural wake-up process.

BedSense's ability to monitor sleep and activity patterns provides invaluable data, allowing for early detection of behavioral changes or potential health issues. For instance, identifying increased restlessness or frequent toileting can signal emerging problems, such as urinary tract infections, enabling timely, proactive interventions. This preemptive approach means that treatments like antibiotics can be administered earlier and fall prevention measures can be implemented before accidents occur, significantly enhancing the residents' quality of life.

Momo BedSense historical data enables continuous monitoring and evaluation of the effectiveness of interventions. This comprehensive approach leads to better outcomes for residents and a more supportive, effective care environment.

The system's data also offers transparent, evidence-based reporting to families, reassuring them about their loved one's care. Instead of relying on subjective observations, staff can share precise information on sleep and activity patterns, fostering trust and strengthening relationships between families and caregivers.

For the staff, Momo BedSense boosts confidence and job efficacy by streamlining their responsibilities and providing peace of mind. They can focus on meaningful care rather than routine checks, knowing that they will be promptly alerted to any issues.

"I can be relaxed knowing that residents are resting in bed, but be there when out of bed for too long; or for the fall risks, when getting out of bed."

Challenges and Pitfalls to Avoid

Staff onboarding and turnover must be managed with a plan to train and onboard all new hires, including leadership, to ensure continuous effective use.

While BedSense provides real-time data and alerts staff when residents are getting out of bed, it cannot guarantee the absolute elimination of falls. Falls can happen during the day in the living room and therefore having other fall prevention measures in place is still important.

Lessons Learned/Advice to Share with Others

To fully leverage Momo BedSense, reserve time for regular data analysis to review falls and other patterns, optimizing intervention strategies.

It's essential to set realistic expectations with families; BedSense provides real-time alerts but doesn't stop residents from getting up. Engage families and marketing teams to clearly communicate BedSense's capabilities. Regular updates and transparent communication will help in aligning their expectations with the system's actual functions, fostering trust and collaboration in care management.