



# Pioneering Smart Assistant Technology In Senior Care

#CareTogether

Improving the lives of older adults  
and those who love and care for them.





**Melissa Santistevan**

Interim Executive Director  
The Gardens at St Elizabeth,  
a CHI Living Community



**Katherine Wells**

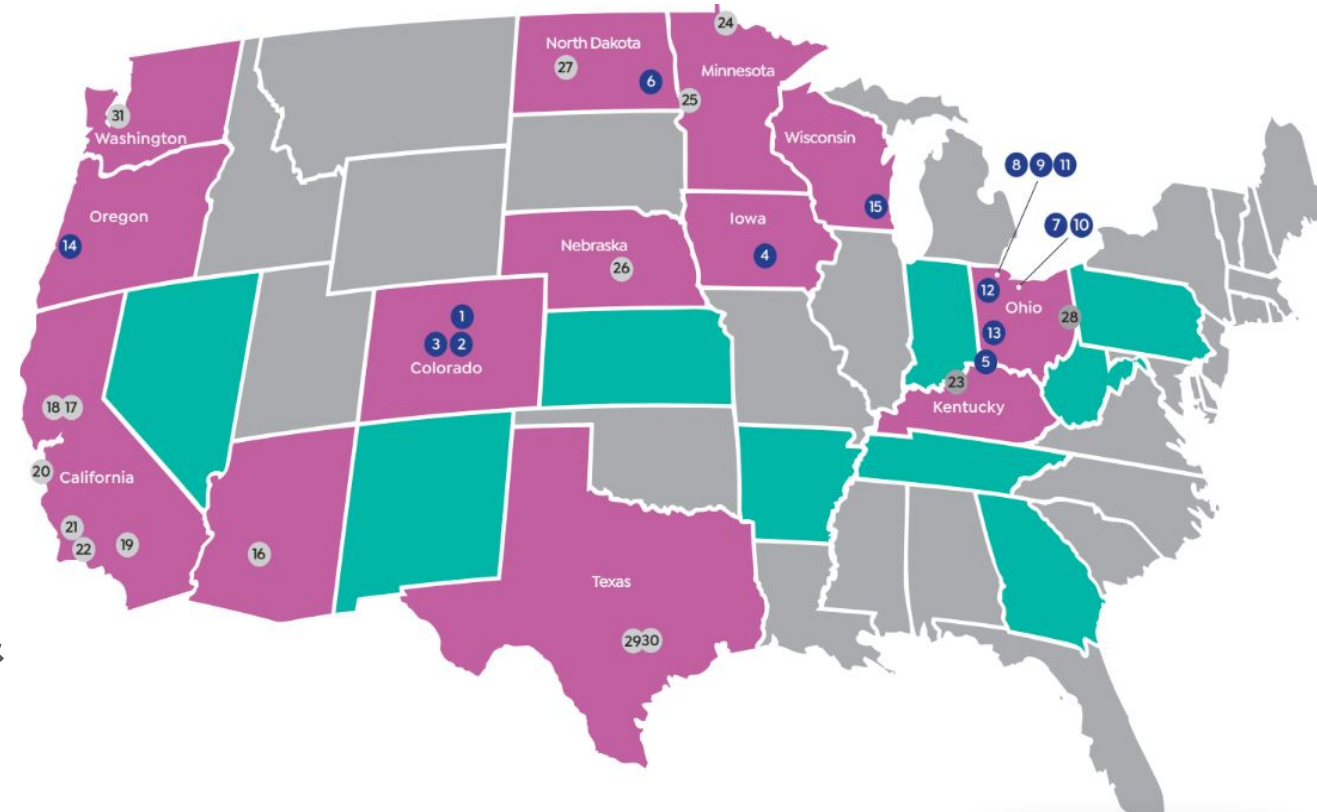
Chief Engagement Officer  
Serenity





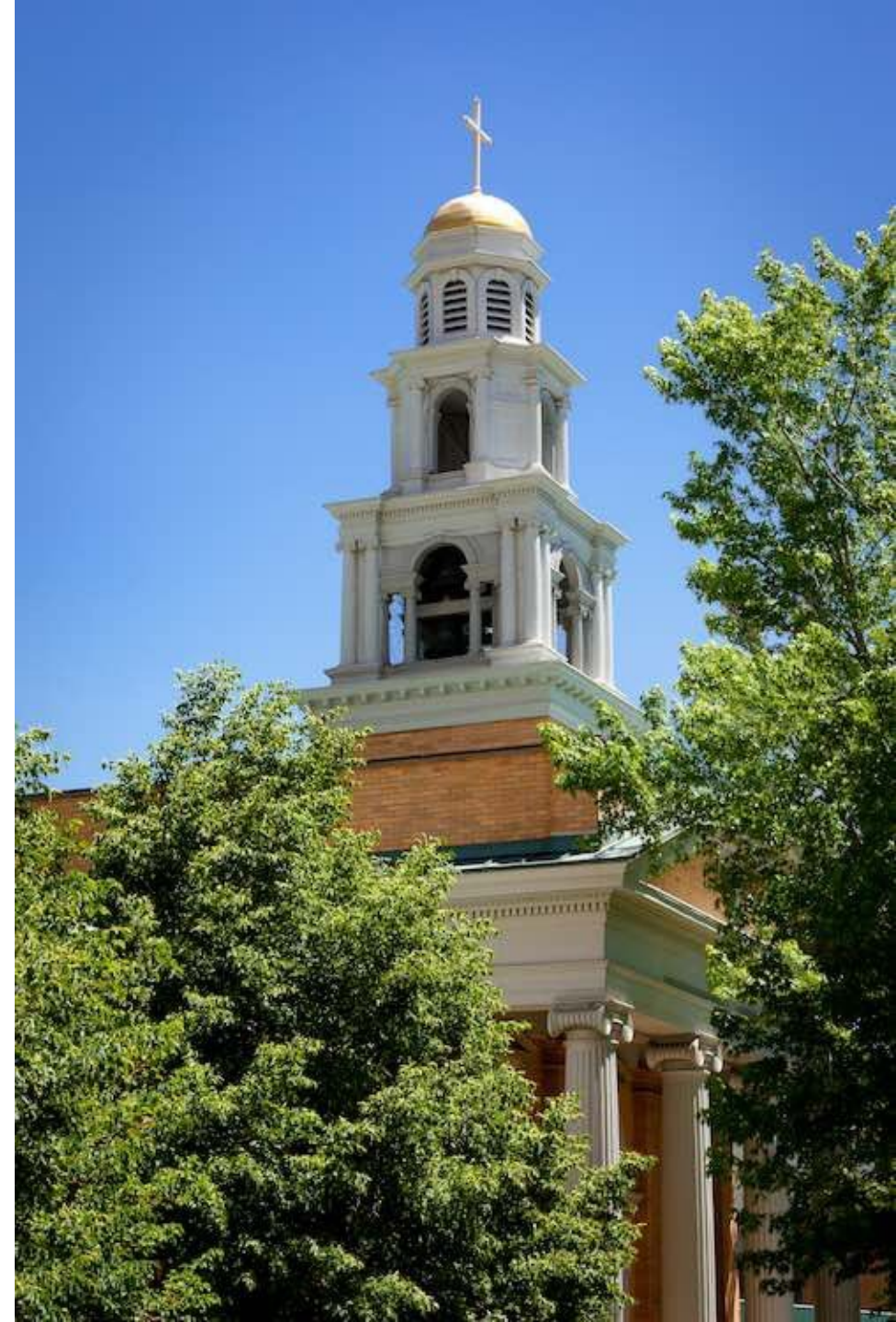
# CHI Living Communities: Who We Are

- 13 campuses in 7 states
- 1,650 employees & 2,200+ residents
- Quality-focused umbrella for 16 additional post-acute care partners within “CommonSpirit Senior Living”
- Our engagement of best practices has expanded to 31 sites in 13 states.
- System-wide strategy: to co-lead quality & Age-friendly care process improvements.



# The Gardens at St Elizabeth

- Historic landmark, Christ the King Chapel, was built in 1897 as part of a TB hospital
- Became a home for the aged in 1954 operated by the Sisters of St. Francis of Perpetual Adoration
- Today, provides a supported living community for 232 residents in IL, AL, and (soon) Memory Care.



”

**PROBLEM(S)**



- 30,000 in U.S.
- 577 per state on average



- **54%** of nursing home providers say they are having to turn away prospective residents
- **67%** of nursing home providers are concerned their facility may have to close due to the workforce challenges
- **52%** of nursing home providers say they may not be able to continue operating for more than a year at the current pace







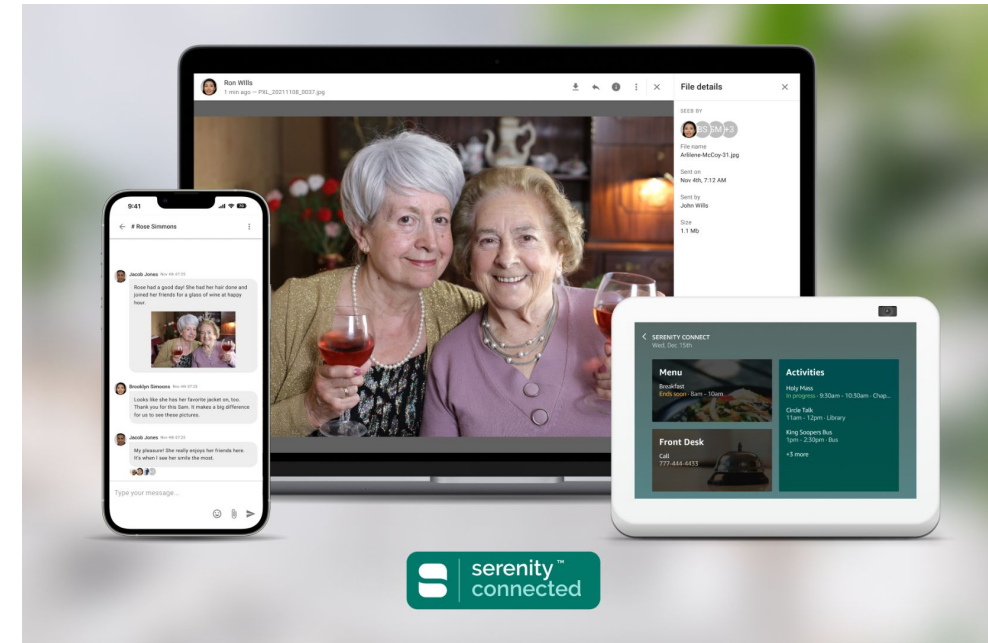
# PILOT



## Care Together

We see a world where aging service providers, older adults, and their loved ones care together.

Serenity web, mobile, and Alexa software powers this network with HIPAA-compliant communication, workflows, and education.





# Dining, Activities & Announcements

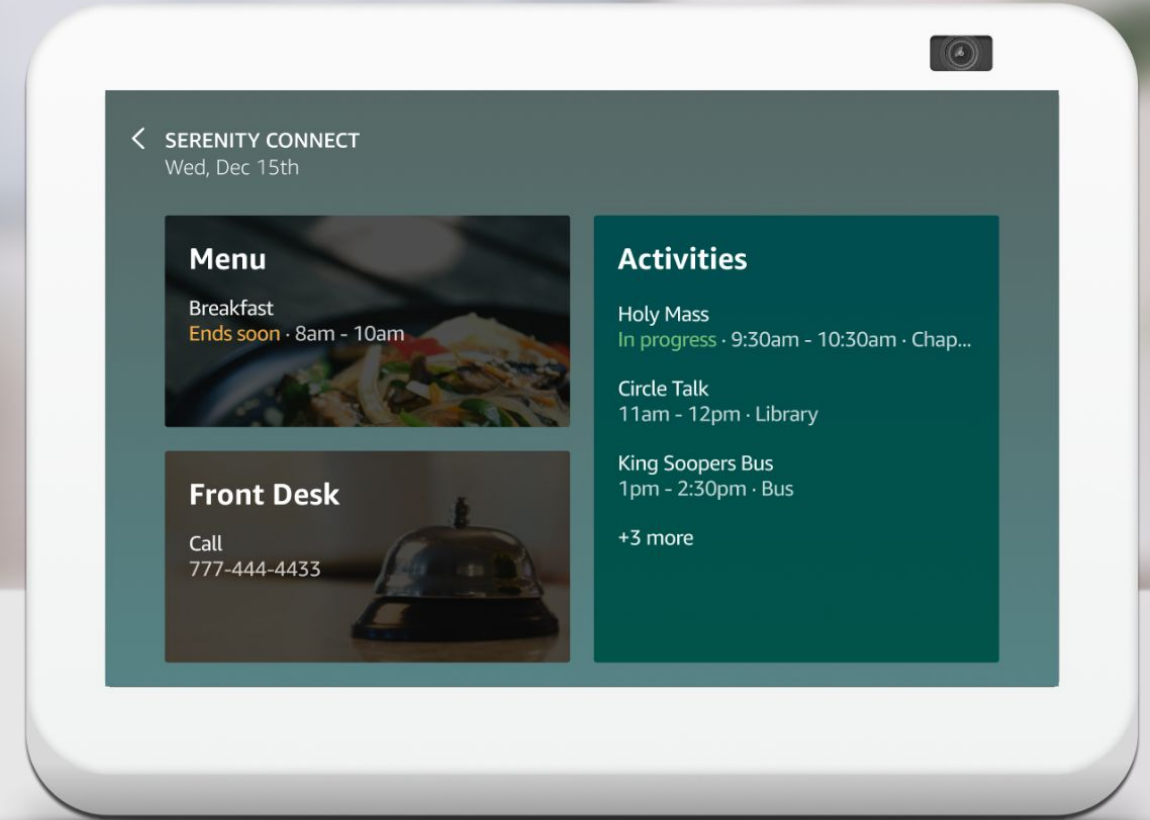
Community Information

*Sign-up*

*Payment*

*Dining Credits*

*Room Service*





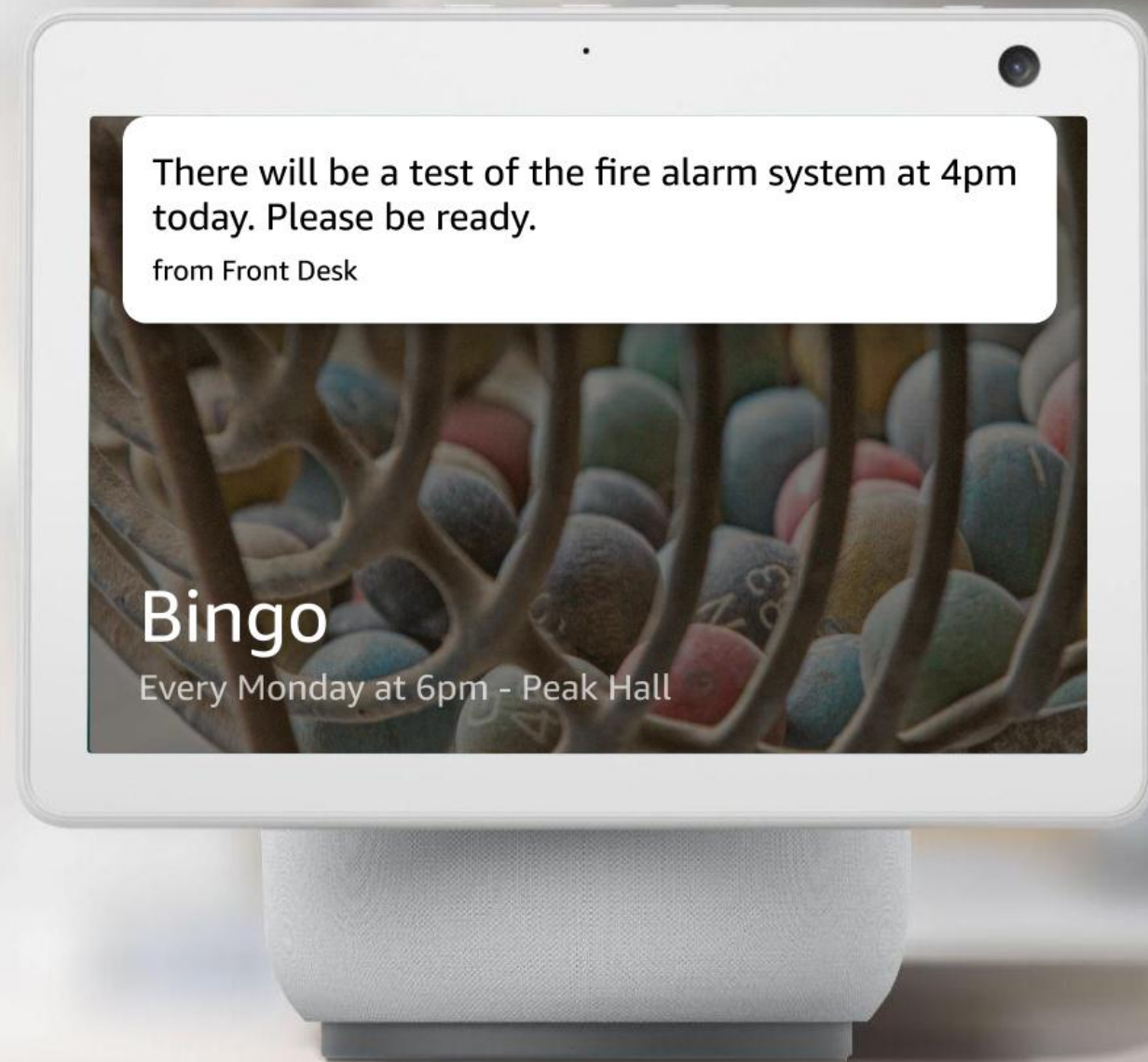
# Mass or Targeted Messaging

All devices

Devices by service level

Devices by category

Single device





# Video Calling

“Call my daughter”

“Call for help”

Alexa to Alexa

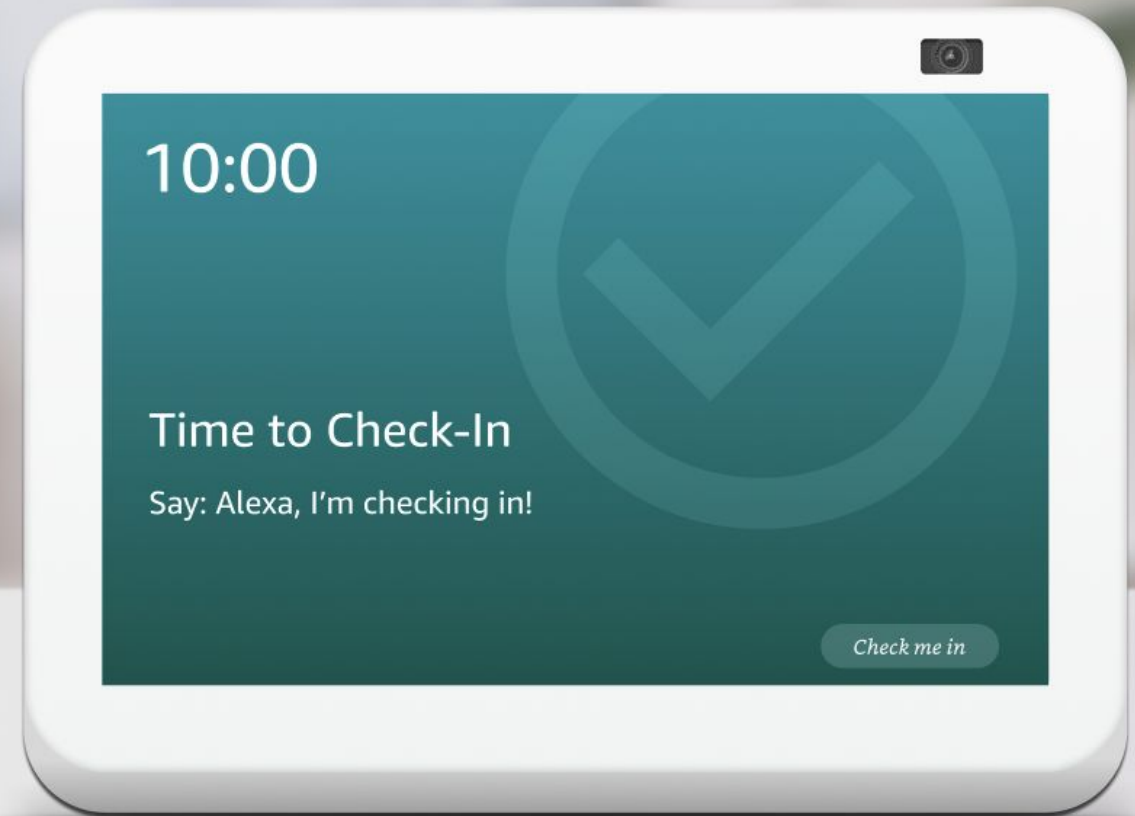
*Mobile, LG TV, Web*





## Daily Check-In

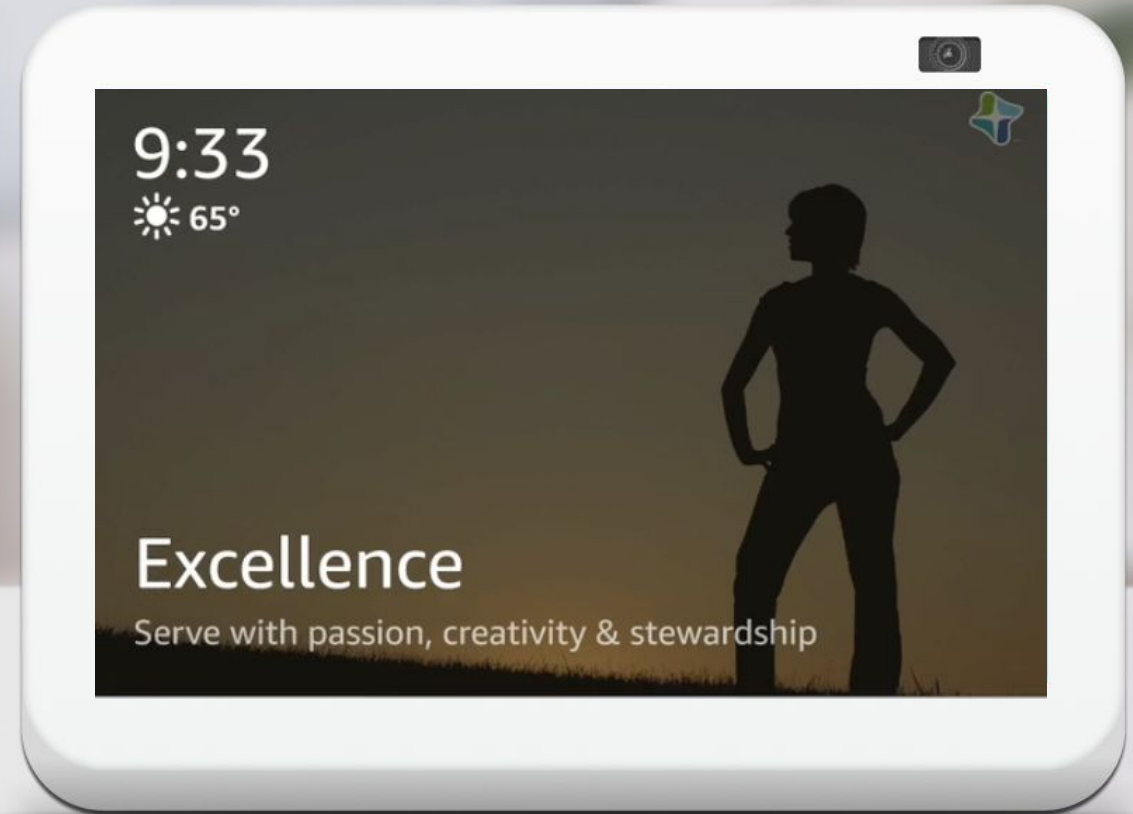
- Automatic check in with interaction
- Check in via mobile app
- Check-in reminders
- Set 'away' status
- Simple reporting





# Radiate Your Culture

- Radiate company values
- Share company news
- Share community news
- Introduce new staff





# Channels & Workflow

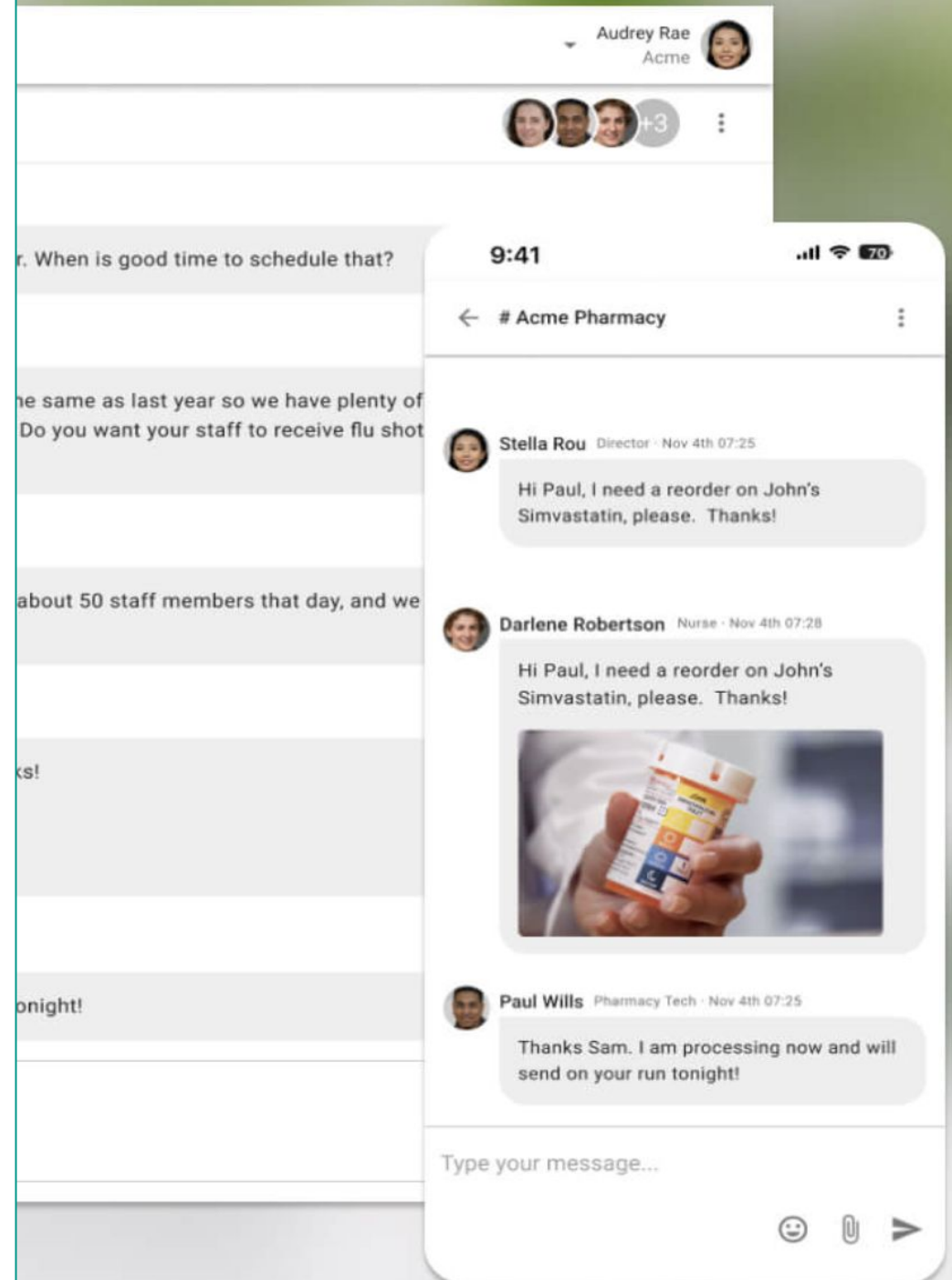
Organize Communication

Digitize Workflows

Access via Mobile, Web, Alexa

Share Text, Image, Video

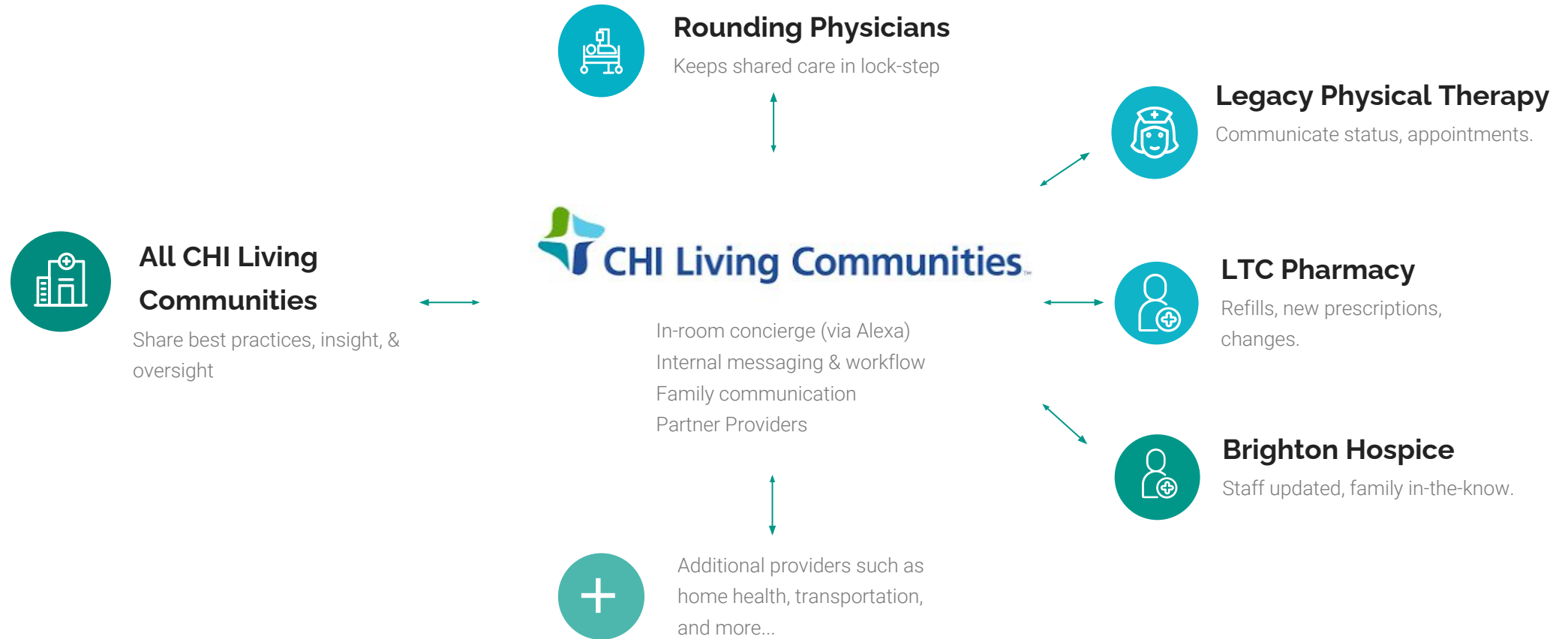
Connect provider-to-provider





# The Gardens is a Smart Community

Simplify communication, build connectedness

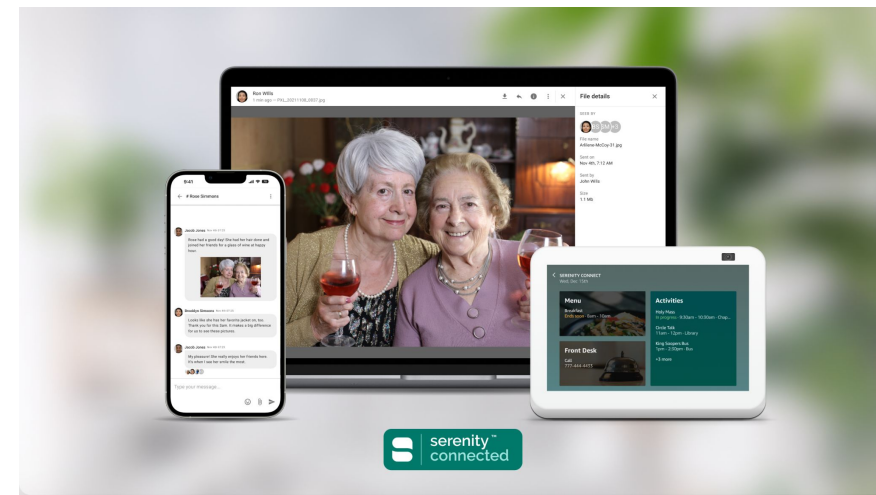






# RESULTS

- Staff saves 5-10 hours/week per key staff
- Helped clinch 2 new move-ins and 3 new waitlist sign-ups
- Improves staff retention
- Accelerates time-to-services and improves quality of care with critical partner providers





# LEARNINGS

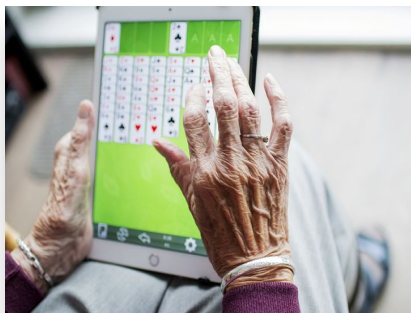
- Residents & families LOVE it!
  - Invoked 4x/day
  - 90% of residents rely on it
  - Avg 3 family members (video calls)
- WiFi matters
- Staff uses to answer questions
- This is just the beginning!





# Brand a Vision for the Future:

*“It’s not *the same old thing* around here!”*





# Next Generation of Community Dwellers: Tech-savvy

- Workforce is shrinking and increasingly remote.
- There are myriad new ways of saying, “Hello.”
- The need for engagement *never* goes away!
- Science has proven technology provides a dopamine response similar to interacting with others in person.





# Pioneering Smart Assistant Technology In Senior Care

#CareTogether

Improving the lives of older adults  
and those who love and care for them.

