

North America's Leading All-In-One Senior Living Technology Solution

Background

- InTouchLink provides senior living communities with the tools to increase communication with residents, family and staff, train their employees efficiently and improve operational effectiveness
- The use of technology in the sector, although a necessity, has increasingly become a burden. There is a demand for simple, one-stop solutions
- Deficiencies in communication recognized in 94% of communities – between management and staff, community and residents
- Operators are increasingly moving towards blended learning and e Learning, rather than instructor led training sessions because of benefits of reducing operational costs

Objective

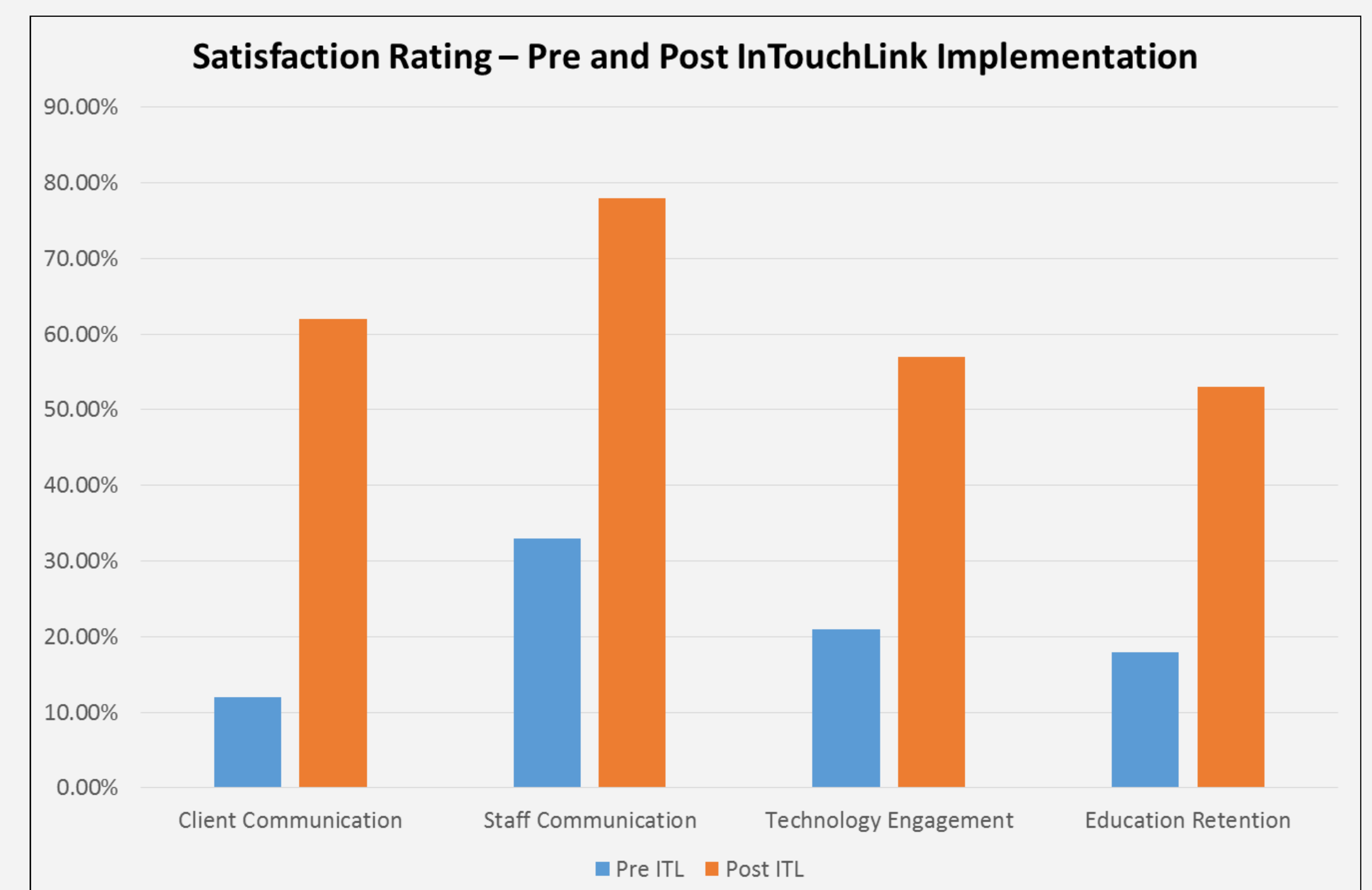
- To show that technology, when utilized as a robust, encompassing platform that manages multiple functions, can deliver staff efficiencies and improve the overall resident/family/staff communication function

Methodology

- Pre and post focus groups were conducted in 11 retirement communities and 18 long term care homes located across North America
- Following each focus group, participants were asked to complete a survey (82 were received)

Results

- Before InTouchLink was introduced, 88% of residents and families were extremely dissatisfied with communication and viewed this as the most significant factor in their overall experience at the home/community
- Survey results post implementation of InTouchLink improved satisfaction dramatically, resulting in 62% of the respondents rating communication as very good or better
- 52% of participating facilities noted a marked improvement in communication amongst staff and residents/families (with the introduction of InTouchLink)
- 47% of homes/communities reduced staff time spent on managing daily resident requests
- 67% of families surveyed were extremely satisfied with remote access capability
- InTouchLink blended learning approach improved knowledge transfer by 53%



Conclusion

- IMPLEMENTATION OF ALL-IN-ONE TECHNOLOGY HAS THE IMPACT TO GREATLY CHANGE A HOME'S ABILITY TO MANAGE MULTIPLE FUNCTIONS THROUGH ONE PORTAL
- A FOCUS ON USING TECHNOLOGY TO ENHANCE COMMUNICATION IS VIEWED POSITIVELY BY STAKEHOLDERS
- STAFF AND RESIDENT APPLICATION RETENTION HAVE PROVEN TO BE THE MOST IMPORTANT ASPECT OF INTOUCLINK
- PRIOR TO IMPLEMENTATION, THE OVERALL MOOD FOR ADOPTION WAS POOR (UPTAKE). HOWEVER, ONCE HOMES/COMMUNITIES UNDERSTOOD THE BENEFITS (AND VIEWED THE SURVEY RESULTS), THE LIKELIHOOD OF INCREASING UTILIZATION IMPROVED GREATLY