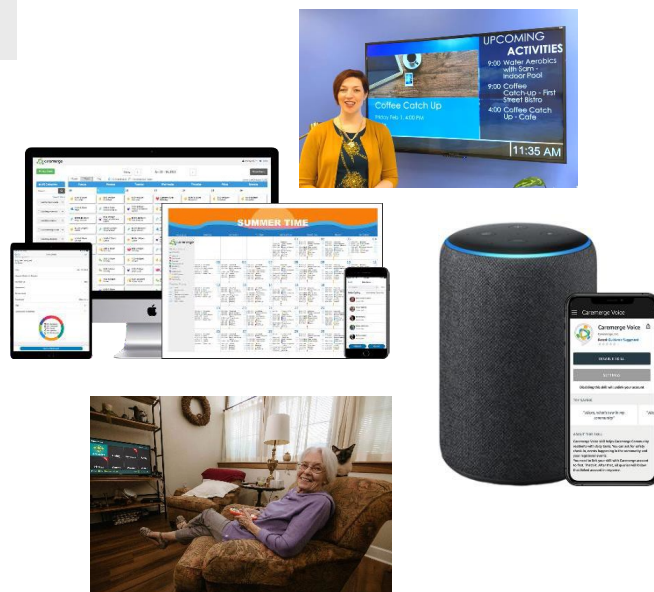# Community Engagement Through Technology

RESIDENT PORTALS

Resident portals have been a great way for residents to stay connected to community happenings such as accessing calendars, dining menus and interacting with fellow residents and staff.
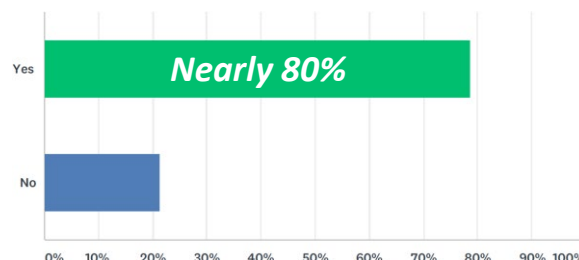
Resident portal solution providers leverage a variety of output devices to deliver the content. Providers also have their respective versions of "Digital Signage" that can be used throughout the community on televisions and touchscreens, along with in-room TV that can be utilized to communicate information via a resident's television through a specific channel.

Resident portal providers are also utilizing voice to a high-degree for both the requesting of information and delivery of information.

Community Survey Results

- *Over 60% of communities are using resident portal solutions*

- ***Nearly 80% of communities would recommend the usage of resident portal solutions***

LEVEL OF CARE	IL, AL, MC, SNF	IL, AL, MC, SNF
HARDWARE	TVs and touchscreens are optional for portals in general. Screens are required if digital signage will be utilized throughout the community.	
SOFTWARE	Community engagement, central calendar and family engagement applications.	"Community Apps" leveraging web-based content from community.
APPROXIMATE FIRST YEAR COST	$5K - $15K	$5K - $15K
PREREQUISITES AND PREPARATION	Given that access to all portal content is online, robust high-speed internet and wireless availability is required.	
INTEROPERABILITY AND INTEGRATION	While these solutions are stand-alone in nature, many providers do work with other 3rd party community operational providers.	

* CPS has made every attempt to ensure that this information is the most timely, accurate and representative of the CPS vendor partners. This document also shares information gathered from communities who have implemented these various technology solutions.

Community Engagement Through Technology

CPS

SMART VOICE

You may think of this solution as Intelligent Voice, Smart Voice or Virtual Assistant. By whatever name, the concept is to interface with devices through conversation, asking questions or giving commands through spoken language. This is a rapidly evolving area with several companies creating stand-alone product offerings or incorporating voice capabilities into a larger scope product solution.

The value of these products is the improvement of communications between residents and staff, increased resident engagement with community activity and improved staff efficiencies. The solutions report improvement in resident connection and decreased sense of isolation.

Example of Amazon Echo Device and Echo Show, below "Alexa" the most commonly used smart voice system used in Senior Living products

caremerge

LEVEL OF CARE	IL, AL, SNF
HARDWARE	All of these solutions require one Amazon Echo (Alexa) device in each resident unit (any current model of the device can be selected)- not all products utilize the video with Echo Show but it can be used for capabilities native to all Amazon echo products. Each device requires reliable and robust wireless internet.
SOFTWARE	These solutions are all hosted as a service on an Amazon platform in partnership with the solution provider. These platforms are included with the service and no on premise hosted software is required.
APPROXIMATE FIRST YEAR COST	> $15K (Assumes use of Caremerge portal.)
PREREQUISITES AND PREPARATION	Given that access to all portal content is online, robust high-speed internet and wireless availability is required.
INTEROPERABILITY AND INTEGRATION	The more systems these solutions integrate with the greater the value of the system. Security and data protection should always be front of mind. Integration examples are living unit smart devices, Accushield, OneDay, FullCount, WorXhub, certain electronic medical records and Vocera.

Community Survey Results

- *20% of communities who responded are using some sort of Smart Voice solution*

- *Of the communities using a Smart Voice solution, 94% would recommend the product to a colleague*

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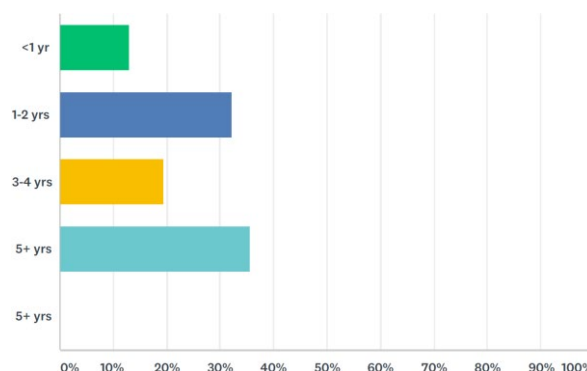
Community Engagement Through Technology

BRAIN FITNESS

Intellectual wellness remains a high priority for community residents, so tech-based solutions that can help with improvements in this area will be enticing. Evidence-based programs that are available on a variety of devices/form factors that are either cloud-based or software-based are great solutions.

Community Survey Results

- *43% of communities are using tech-based, brain-fitness solutions*

- *Over 1/3 of communities have had tech-based, brain fitness solutions in place for 5+ years*

It's Never 2 Late
dignity through technology®

LEVEL OF CARE	IL, AL, MC, SNF
HARDWARE	A variety of cart, screen and tablet based options are available
SOFTWARE	Fully integrated into hardware options or app-based
APPROXIMATE FIRST YEAR COST	$5K - $15K
PREREQUISITES AND PREPARATION	Due to the nature of accessing online content such as videos, music, photos and web-based applications, robust high-speed internet and wireless availability is required.
INTEROPERABILITY AND INTEGRATION	These systems can function independently as a part of wellness and engagement programs and do not directly integrate or operate with other available products or services.

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Community Engagement Through Technology
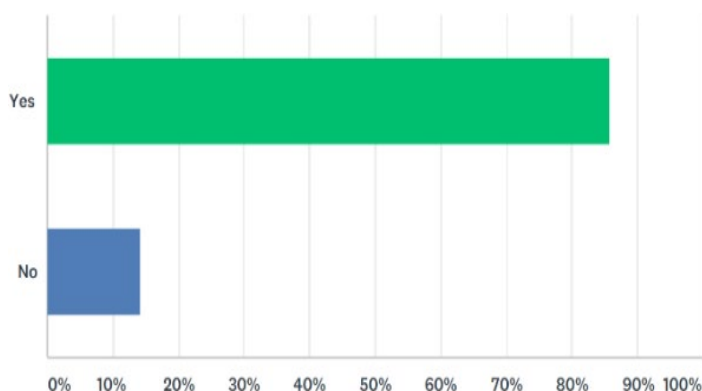
CPS®

VIRTUAL REALITY

Virtual reality solutions appear to be helpful in enabling residents to experience virtually some interactions like travel and concerts that they cannot always manage on their own. These products are also great for residents in higher levels of care who may be limited physically and not able to go out.

One very important asset to look for is refreshed content (images and videos) along with a back-end curriculum to keep staff and residents engaged with the programming long term.

Community Survey Results

Over 85% of communities using virtual reality would recommend it

MyndVR®   **RENDEVER**

LEVEL OF CARE	IL, AL, MC, SNF	IL, AL, MC, SNF
HARDWARE	VR Headsets	VR Headsets
SOFTWARE	Staff management program with class guides.	Staff management program with class guides.
APPROXIMATE FIRST YEAR COST	$5K - $15K	$5K - $15K
PREREQUISITES AND PREPARATION	While content can be downloaded and saved in devices, this product works best with robust high-speed internet and wireless availability.	
INTEROPERABILITY AND INTEGRATION	These systems can function independently as a part of wellness and engagement programs and do not directly integrate or operate with other available products or services.	

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HEARING AUGMENTATION GROUP ENGAGEMENT

Eversound provides a social engagement solution for senior communities to combat social isolation by enhancing sound for hearing impaired residents who are at higher risk for dementia, depression and falls. Eversound allows senior living communities to deliver personalized and social experiences that improve the quality of life of older adults by breaking down communication barriers. By combining Eversound's easy-to-use headphones and innovative content, residents are empowered to engage in group events, one-on-one interactions, and communication with caregivers, music therapy, marketing tours and family interaction.

Eversound connects directly to your A/V system and to any audio source with a physical audio output. Using the included clip-on microphone, you can broadcast audio of your voice. Eversound headphones are fully wireless and they charge wirelessly. Charging Eversound headphones is with the included case.

Two headphone package for personal interaction.

Ten headphone package for group events.

Wireless Headphone Equipment

These devices and systems are designed to benefit residents with hearing deficits to engage in group events and one on one interactions. They support engagement and reduce isolation through amplification of the conversations, presentations or group events such as movies and performances.

Includes:

- transmitter
- wireless headphones
- portable charging case
- lapel microphone
- eversound belt pack
- cables to connect to devices

LEVEL OF CARE	IL, AL, SNF
HARDWARE	All-inclusive hardware and headphone charging system is provided by vendor
SOFTWARE	Software interface connectivity is provided by the vendor for various sound and audio system and product
APPROXIMATE FIRST YEAR COST	< $5K

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