



How Technology helps senior living communities with staffing crisis.

A graying population means that more staff than ever is needed to help care for the older adults – both in senior living communities and through home-based services. This white paper discusses a shift in service delivery architecture aided by new technologies which will assist senior living facilities and home based agencies with the staffing crisis.



Today's state of affairs

The senior living industry suffered an acute deficit of workers well before Covid-19 hit. The pandemic further exacerbated the issue. According to the Bureau of Labor Statistics, nursing homes and residential care facilities lost nearly 13% or 380,000 workers between February & July 2020.

Now, occupancy rates are on an upward trajectory. In Oct 2021, NIC MAP data, and on a more granular level, Brookdale Senior Living, reported occupancy increases in the third quarter of 2021. As resident numbers rise, there's even greater pressure on the industry to bolster staffing levels accordingly.

Kathleen Weissberg, education director for Select Rehabilitation, explained at a recent LeadingAge that even the most basic tools and technologies can improve caregiver satisfaction and make a positive impact in a tight labor market. *"If we're not giving employees what they desire, we're going to lose them,"* Weissberg said.

How to achieve operational efficiency

Today senior living communities work in islands, where dining, activities, safety, security and healthcare is planned and delivered on a per community basis. Centralizing planning and delivering of the services to control and commands centers which can managed from staff from their homes, be run by 3rd party and even offshored is a key change required to bring operational efficiency.

To enable such change new technology is required. Such new technology must be able to:

Support architecture, design and implementation of service delivery from a centralized location. Hence centralize strategic and planning activities to a common location. Enable activities to be performed remotely. Enable activities to be delivered by 3rd parties which can be outsourced and or offshored.

Create efficient community level teams who deliver care to residents efficiently in their communities and directed and managed from centralized locations



Use latest and easy to use technology to automate processes or make them self-help and make delivery processes intelligent for increased efficiency. Reduce physical work by using technology to deliver part or all of the services.

Senior living communities can achieve operational efficiency for example by:

- ◆ Delivering community information electronically which is easily accessible by the residents. This for example can be done by smart speaker devices and through electronic media such as their TV or their smart phones.
- ◆ Enhancing nurse & service call systems to add intelligence into the alerting acknowledging and resolving process.
- ◆ Automating work which currently takes staff time such as: addressing simple questions – “do I have new mail?” vitals collection, providing information to residents, responding to their call requests, performing daily check ins, notifying and messaging residents.
- ◆ Centralizing delivery of services such as nurse call, telehealth, activities and engagement from central locations rather than managing at the community level.

How does Sirona.tv help with staff shortage?

Sirona.tv covers the last mile reach to the residents of senior living facilities with easy-to-use voice and TV interfaces. Based on cloud technologies Sirona.tv enables centralized delivery of services and care, helping senior living facilities develop unprecedented operational efficiencies enabling to do more with less.

Sirona.tv in addition to resident engagement platform provides operational efficiency. The efficiency gain is proportional to the number and size of the communities. Reasonably good efficiency is achieved starting with 3 communities with great cost savings achieved with 10+ communities.

How does SBA work?

1. Resident asks Sirona of what they need. Example – “I need to take my medication”.
2. A message with resident’s need is sent to personal care worker’s phones.
3. Personal care worker with one click acknowledges the request which is displayed on resident’s TV.
4. Personal care worker makes a voice call – “Hello Samantha, how can I help?”.

Example Sirona requests

- ◆ I need to go to the bathroom
- ◆ I need my medicine
- ◆ I want to have breakfast/lunch/dinner
- ◆ I need escort for hair appointment
- ◆ I am thirsty
- ◆ I need help open ensure
- ◆ I want someone to come see me



SBA: Know what your residents need!

Sirona.tv enables a centralized management improving operational efficiency

Following are a few examples where centralizing and using smart technology enables operational efficiency:

Centralized Planning - Activities are planned, advertised and run from a central location. Local care coordinators deliver activities onsite. Activity instructors, yoga teachers, music, travel like infotainment is planned and delivered centrally and remotely.

Smart Service Requests - Resident’s services requests are managed centrally and when needed delivered locally. Voice and video calls to residents avoid trips to the room. Knowing resident’s requests eliminates trips to the rooms helping manage requests efficiently. The alerting process using Sirona Bed Side (SBA) can be centralized and is lot more efficient.

Use Smart and self-help devices- In suite health monitoring is done with wireless sensors where vitals are registered into EMR – right from Sirona.tv Health self help Kiosk enables residents to collect their own vitals even make remote virtual. Enable families to directly connect with their families saves staff time.

Staff Savings

Savings depends on the number of communities & architecture of delivery of services. Done efficiently, following reductions for senior living facility with 12 communities with 150 residents (20% IL, 50% AL and 30% MC & LTC) can be achieved:

- 1) **Personal Care Workers – Sirona Bedside Assistant (SBA)** enables central monitoring of alerts, aided with voice & video calls adds efficiency reducing staff requirements. Possible savings: 2 PCW/community x 3 shifts x 12 communities = 72 PCW
- 2) **Wellness Director - Wellness coordinators** will support centralized wellness coordinators. Saving Wellness Directory per community. Possible savings: 11.
- 3) **Licensed Practical Nurse LPN – Saving in LP** is achieved by automating vitals collection and delivering health care through telehealth. Possible savings: 1 LPN per community = 11 LPN
- 4) **Activity Director (AD) - A local Activity coordinator on site** supports the centralized AD. Possible savings: 1 per site = 11 AD.
- 5) **Receptionist & support staff – Day to day managing of activities, announcements** is centralized – Possible savings: 1 half time support staff/community = 6 support staff.

Easily monitor residents' vitals

Before	NOW
LPNs measure and note down the vitals, enter them when they return to their desk.	LPNs use the paired sensors in the room and vitals are automatically registered into residents EMR.



Self Help Telehealth Kiosk

Expected Savings: Staff Savings (101) – New Centralized Staff (11) = 101-11 = 90

Planning, delivery changes, concerted effort and time is required to achieve these results. Sirona.tv is the best technology solution to create operational efficiencies and to help Senior Living communities with staffing crisis.