

# The connected senior:

Meeting today's evolving expectations

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**Practical steps communities can take  
to deliver tech-enabled senior care**

**MatrixCare**<sup>®</sup>  
by *ResMed*



# Connection that's already here

Let's start with a simple truth. Your residents and their families are different today. They're more connected and tech-comfortable, having digital habits that shape their expectations.

Think about it. Your new resident likely video-chats with grandchildren, orders groceries online, and uses a device to track their steps. Their adult children, who may live hundreds of miles away, help manage their care from a smartphone or tablet. For them, constant connection isn't a luxury. It's normal.

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**And the expectation is that this connected life doesn't end when senior living begins.**

The shift in expectations creates an opportunity to deepen trust, streamline your team's work, and build a community that feels modern, transparent, and responsive. This ebook is your guide to understanding what's driving this shift as well as the steps your senior care community can take to create a more tech-enabled environment.



# Meet the modern senior

Residents entering senior living now are living longer and healthier, staying independent longer, and choosing communities later in life. But they're also bringing a digital fluency that shapes how they manage information, make decisions, and stay connected.

## The connected senior

61%

of adults 65+ own  
a smartphone

75%

use the internet

45%

use social media

44%

own a tablet

## Daily habits that shape expectations

Today's seniors are used to having answers at their fingertips. They want to be able to check appointments, view updates, and communicate instantly. And they expect that same simplicity and transparency when it comes to their care.



# Today's connected family

Families are more involved than ever. Even when they're states away, they're used to staying connected through apps, video calls, and real-time notifications. And they want that same meaningful connection with the community caring for their loved one.

## **How families engage now**

- > Regular communication, not scheduled check-ins
- > Shared involvement instead of periodic updates
- > Two-way dialogue that keeps them informed and included

They see themselves as part of the care circle, not an occasional touchpoint. And when communities offer accessible, transparent communication tools, families feel more confident, more engaged, and more connected.

# What's driving the shift in expectations?



**These new expectations have been shaped by broader tech trends.**

- > Smartphones and wearables used daily
- > Smart home devices becoming universal
- > Virtual care becoming routine
- > On-demand experiences in every aspect of life, from food delivery to transportation

Technology helps older adults stay independent longer, stay connected to family, and take a more active role in their health. Senior living communities are now expected to mirror that level of empowerment.

The following steps can help your community create a tech-enabled environment for a more connected care experience. ▶

STEP

1

# Build a digital safety net

A digital safety net brings together tools that support wellness, independence, and communication. It's not about adding more technology—it's about creating a connected experience that works across your residents, families, and staff.

## **Engagement tools**

Mobile apps and portals connected to the EHR can help families stay informed with real-time updates, shared insights, and simple two-way communication. Residents gain visibility and control that supports their independence.

## **Telehealth**

Telehealth expands access to providers, minimizes travel, and supports aging-in-place efforts. Today's seniors are familiar with virtual visits, and many actually prefer them because they're quick, simple, and less disruptive.

## **Ambient monitoring**

Non-intrusive sensors offer continuous wellness insights without cameras or wearables. They help communities spot changes early, maximize peace of mind, and support efforts to proactively address resident needs.

STEP

# 2

## Put engagement into practice

The path to adopting new technology can feel daunting, but the right approach makes it manageable.

### **Build a connected culture**

- > Align leadership, staff, and families around what “connected care” looks like

### **Modernize communication practices**

- > Review all communication workflows and identify what could be streamlined
- > Make information accessible to both residents and families

### **Focus on adoption not just implementation**

- > Offer small-group demos or Q&A sessions
- > Check in early to adjust processes and gather feedback

### **Leverage your data**

- > Monitor usage trends (logins, engagement rates, response times) and adjust communication strategies
- > Connect engagement metrics with satisfaction, retention, and referral patterns

STEP

# 3

## Advance your tech-enabled strategy

Communities that embrace connected, tech-enabled engagement position themselves for stronger outcomes and a more streamlined care experience. But you don't need to transform everything at once.

Assess your current communication tools, identify areas where digital engagement can enhance experiences, and introduce tools in manageable phases with providers who **can help unify them into a single ecosystem.**

### From reactive to proactive

Technology supports efforts to keep residents connected, informed, and supported, shifting teams away from reactive communication patterns and towards a smoother, more proactive workflow.

#### Possible organizational benefits include:

- > Centralized communication can help ease staff burden
- > Transparent updates maximize family trust
- > Better visibility supports efforts to strengthen safety
- > Stronger engagement can positively influence satisfaction and referrals

# The path forward

Today's seniors value independence. Their families value transparency. Staff value tools that make communication easier and more efficient. Communities that embrace technology thoughtfully can create more connected, engaged, and empowered experiences for everyone involved.

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## **Working together toward connected care**

MatrixCare's connected ecosystem, including its EHR, engagement tools, and ambient sensing technology, supports communities working to build stronger communication pathways, align staff workflows, and deliver a more connected experience for residents and families.

Discover how connected technology can help your community take the next step toward modern, resident-centered care. Explore what's possible and see how MatrixCare supports providers looking to evolve with confidence. Contact our experts at [866.469.3766](tel:866.469.3766) or visit [matrixcare.com](https://matrixcare.com) to get started.