



Tech in senior living:
Insights, impact, and
six steps to adoption

Enhancing resident satisfaction,
care coordination, and competitive
growth with smart technology

MatrixCare[®]
by *ResMed*

What's your tech strategy?

Think about the residents walking through your doors today. They're more connected, more informed, and have higher expectations than ever before. For them, technology is more than a novelty, it's a natural part of daily life.

The question is no longer *if* technology has a place in senior living, but *how* it can actively work to create a better environment for your staff, residents, and their families.

This ebook explores how technology can support lower-acuity senior living communities in building an integrated, tech-enabled environment that enhances resident experiences, streamlines care coordination, and sets your facility apart. To make it achievable, we offer a six-step roadmap designed to guide your organization through successful adoption, from initial planning to sustained impact.

Meeting modern tech expectations

Today's residents and their families are tech-savvy. They want seamless communication, easy access to information, and ways to stay connected with loved ones. It's about convenience and quality of life. With nearly 90% of adults over 50 owning smartphones and 53% of those 55 and older using health-related technology, it's essential to meet them where they are.¹

Communities that embrace technology can support:

- > Real-time communication between residents, caregivers, and families
- > Personalized engagement through digital tools and apps
- > Access to digital resources that empower residents to be involved in their care journey

DID YOU KNOW:

85%

of senior living leaders agree technology supports resident care that's more personalized and engaging.²

¹ "Why Smart Technology in Senior Living Changes Everything." SeniorSite. <https://seniorsite.org/resource/why-smart-technology-in-senior-living-facilities-changes-everything/>.

² Cerulli, Paige. 2023. "The Role of Technology in Senior Living: New Report Highlights Evolving Trends and Key Takeaways." | Advance Senior Care. May 25, 2023. <https://www.iadvanceseniorcare.com/the-role-of-technology-in-senior-living-new-report-highlights-evolving-trends-and-key-takeaways/>.

Standing out in a crowded market to drive growth

The senior living landscape is competitive, and with many options available, communities need to differentiate themselves. Traditional care models can fall short of the evolving expectations of tech savvy residents and their families, who prioritize wellness, connectivity, and personalized experiences.

Communities that invest in smart tech like ambient sensing, AI-driven insights, engagement tools can:

- > Offer experiences tailored to residents' needs
- > Support proactive care strategies for better outcomes
- > Increase market appeal and boost occupancy rates

Communities can attract and retain residents through forward-thinking and a commitment to innovative care.

DID YOU KNOW:

88%

of seniors using health monitoring devices said their quality of life improved.³

Empowering your most valuable asset

Staffing challenges are top of mind across the industry. And it's no surprise that 79% of executives say staffing shortages impact their ability to provide residents with personalized care.⁴ With teams juggling countless responsibilities, technology offers a powerful solution, helping staff stay ahead of resident needs, allowing earlier interventions, and creating more meaningful moments of engagement.

Technology can help by:

- > Automating care monitoring, reducing administrative burden
- > Streamlining workflows so staff spend less time on paperwork
- > Facilitating coordination across staff, residents, and families

Residents receive more consistent, coordinated care, and staff feel supported and less overwhelmed.

DID YOU KNOW:

69%

of operators say tech adoption has improved the overall quality of care in their communities.⁵

Your tech roadmap in making it all achievable

The path to adopting new technology can feel daunting, but the right approach makes it manageable. Here's a step-by-step guide to making adoptions achievable:

- 1 Assess readiness:** Take stock of current processes, challenges, and resident needs.
[Ask: Where could technology make the biggest difference?]
- 2 Define priorities:** Focus on areas with the most impact, such as communication, engagement, or workflow automation.
[Ask: Which areas would create the greatest value for residents and staff?]
- 3 Build a phased plan:** Start small with tools that are easy to implement, then scale over time to make adoption less overwhelming.
[Ask: What is one tool you can try out now to encourage change and get things moving?]
- 4 Engage your staff:** Involve caregivers and team members early; their buy-in is critical for success.
[Ask: How can you show them this technology will make their jobs easier and more rewarding?]
- 5 Focus on training and support:** Ensure long-term adoption and overall success with a training and ongoing support plan.
[Ask: What training formats and support channels will best meet your team's needs?]
- 6 Measure and adapt:** Track outcomes, listen to feedback, and refine the roadmap as you go.
[Ask: What metrics and feedback loops will help you know if you're on the right track?]

When approached step by step, implementing technology becomes less about complexity and more about building momentum.



A resident-centered, tech-enabled future

The future of senior living is integrated, and it's all within your reach. Innovative technology offers a way forward in helping communities boost resident satisfaction, enhance care coordination, and position themselves as leaders in a changing industry. You can improve responsiveness, efficiency, and engagement all with the power of smart tech tools.

How MatrixCare can support your vision

MatrixCare is designed specifically for post-acute and senior living care, providing an integrated approach that can help communities deliver seamless, tech-enabled experiences. With mobile access, advanced analytics, and innovation backed by ResMed, MatrixCare supports efforts to improve care coordination, resident engagement, and operational efficiency.

Ready to create a tech roadmap for your community and build a foundation where connected, personalized care can thrive? Contact our experts at **866.469.3766** or visit **matrixcare.com** to get started.