

How Chapel Pointe turned limited visibility into real-time awareness

CHALLENGES

- Limited visibility into resident activity behind closed doors
- Difficulty prioritizing care team attention in real time
- Inconsistent awareness of response times and event triggers
- Need for earlier insight into resident behavior changes

SOLUTION

- Ambient Operating System



Chapel Pointe at Carlisle is an award-winning, nonprofit continuing care retirement community in Central Pennsylvania. Guided by their mission to create “A Loving Way of Life”, the faith-based organization provides innovative services designed to support each resident’s unique personality, lifestyle, and needs.

With independent living, personal care, dementia care, and skilled nursing across its campus, Chapel Pointe is focused on helping residents maintain independence, while giving care teams clearer insight into where attention may be needed most.

Seeing what care teams couldn’t see

Care teams at Chapel Pointe are deeply committed to resident outcomes. But like many operators, they were working within a familiar challenge—what happens behind closed doors isn’t always visible in the moment.

That gap made it harder to understand when something changed, where attention was needed most, and how quickly teams were responding to events like falls or behavioral shifts. Without clear, real-time insight, prioritization relied heavily on routine and instinct. The goal wasn’t more data. It was more meaningful awareness, helping teams act sooner and focus their time where it matters.

“Sometimes behind closed doors, we don’t always get the notification right away,” stated Brad Weiser, COO at Chapel Pointe.

Starting with insight, then building from there

To better understand what was happening across their community, Chapel Pointe introduced ambient intelligence into resident spaces, starting quickly, learning fast, and refining as they went. With a simple installation approach, they were able to deploy, observe, and begin using insights without heavy disruption to daily operations.

The team focused first on gathering real-time behavioral data, building a baseline of resident patterns and identifying meaningful changes across areas like sleep, bathroom behavior, movement, and overall wellness.

“We did self-install. We wanted to start to gather data, start the learning process as soon as possible,” explained Weiser.

**Faster response, clearer priorities,
more meaningful care**

In under 11 weeks, Chapel Pointe was able to identify its fall response times and reduce them significantly. The dashboard also helps care teams see red, yellow, and green indicators that guides attention, supports prioritization, and helps staff focus on residents who may need timelier follow-up.

For Chapel Pointe, the benefits extended beyond operational metrics. The insights helped caregivers tailor the experience for each resident and supported a culture of asking better questions, such as what a resident may need based on changes in sleep or bathroom behavior. Families also responded positively to the idea of having more visibility into their loved one's care and condition.

"In a really short period of 10 or 11 weeks, we've been able to identify what our fall response times were initially and reduce that time significantly," said Weiser.



CHAPEL POINT'S RESULTS TO DATE

Faster response times of up to 10x improvement observed

Greater visibility into resident sleep and bathroom behavior

More targeted, datainformed staff prioritization

Greater clarity into resident behavior and changes

Increased confidence for both staff and families

(Customer results may vary)

By leveraging Ambient Operating System, Chapel Pointe is exploring what becomes possible when care teams have more continuous insight into resident wellness, activity, and change over time. Real-time awareness can help communities support faster response, smarter prioritization, stronger family confidence, and a more connected care experience all while helping teams stay focused on the people behind the data.

Contact our experts at **866.469.3766** or visit matrixcare.com/ambient-sensing to schedule a complimentary demo and see how the Ambient Operating System can support greater care insights, more informed decisions, and improved experiences across communities.