



Senior living 2030 starts now

What operators can prioritize today to build stronger care, operations, and resident experiences

MatrixCare
by ResMed

2030 is less than four years away. The senior living communities that are best prepared for the future will not be the ones rushing to catch up later. They will be the ones building the right foundation today.

Resident needs are becoming more complex. Families expect more visibility. Teams are managing more work with fewer resources. And technology is becoming a bigger part of how communities deliver care, create connection, and support day-to-day operations.

The opportunity is to build with intention. Not by adding more tools for the sake of innovation, but by creating the foundation needed to support smarter workflows, more connected experiences, and more proactive models of care.

2030 is already taking shape

Resident needs are becoming more complex

Assisted living is no longer defined by the same resident profile it was built around years ago. Residents are entering communities later, staying longer, and often arriving with higher care needs from day one.

Aging in place is also reshaping the care model. As residents stay in communities longer, their needs can become more complex over time. That can make daily operations feel more clinical, even in settings that were historically built around a social model.

For operators, this creates a clear need for earlier insight, more consistent monitoring, and more coordinated action across care teams.

Staffing pressures are not a short-term challenge

Staffing challenges are not a short-term hurdle. They are part of the operating environment senior living leaders are managing every day.

Communities cannot simply hire their way out of this reality. Teams need workflows that are easier to follow, systems that work together, and technology that can help reduce manual effort instead of adding more tasks.

Documentation is a key example. The future is not about asking care teams to do more data entry. It is about making documentation a natural byproduct of care whenever possible, so staff can spend more time focused on residents and less time managing disconnected processes.

Families expect more visibility and connection

Families are mobile-first, digitally connected, and often geographically dispersed. They are used to simple, self-service experiences in every other part of their lives, from mobile banking to ride share apps to online shopping.

That same mindset is shaping what they expect from senior living communities.

They want transparency. They want communication. They want access. They want confidence that their loved one is supported, even when they are not nearby.

Digital engagement is becoming a core part of the resident and family experience.



The risk is choosing the right technology in the wrong order

The greatest risk is not selecting the wrong technology. It is implementing the right technology in the wrong order.

Many communities adopt technology reactively. A fall detection tool here. A dashboard there. A family engagement app somewhere else. Each tool may serve a purpose, but without a connected foundation, the result can be more complexity for teams that are already stretched.

Disconnected tools can create data silos, duplicate work, training overload, alert fatigue, and uncertainty around which information to trust.

A stronger approach begins with the foundation.

Operators can support future innovation by prioritizing:

- > Integrated systems
- > Connected workflows
- > Interoperability
- > Unified resident data
- > Standardized processes
- > Clearer data quality

When the foundation is strong, new capabilities can build on what is already working. Insights can fit into daily routines. Engagement can connect to real workflows. Intelligent tools can help simplify work instead of adding another layer to manage.

What the 2030 experience should feel like

The senior living experience of 2030 should not feel more complicated. It should feel more connected, more intuitive, and more supportive for residents, families, and staff.

Proactive, not reactive

Teams should not have to wait for a major change to understand that a resident may need attention. Subtle shifts in behavior, routine, or wellness can help guide earlier action and support more responsive care planning.

Invisible, not intrusive

The best technology often works quietly in the background. Ambient sensing, passive monitoring, and privacy-respecting tools can support resident independence without creating a disruptive experience.

In many cases, the goal is not to add more screens, alerts, or devices. It is to create support that feels natural.

Insightful, not overwhelming

Staff do not need more noise. They need timely, trusted information that helps them know where to focus.

The future is not about more dashboards. It is about delivering the right information at the right moment, within the workflows teams already use.

Connected, not fragmented

Families, residents, and care teams should not feel like they are operating from separate pieces of information. A connected experience can help support stronger communication, clearer coordination, and greater confidence across the care journey.



Intelligent care is already here

Senior living technology is moving beyond documentation alone. EHRs and connected systems are increasingly being used to support decision-making, prioritize action, and help teams respond to resident needs with more context.

From documentation to smarter decision support

The next evolution of senior living operations is not about giving teams more reports to review. It is about embedding information into the flow of work.

That means using data to help identify changes in condition, highlight residents who may need attention, and support care teams with clearer priorities.

When insights are built into daily workflows, technology can help teams act with greater confidence and consistency.

Clinical Advanced Insights as a real-world example

Many organizations are already exploring how AI-supported intelligence can help bring actionable information into everyday workflows. MatrixCare Clinical Advanced Insights is one example.

The solution analyzes information captured in the EHR to help identify risk, highlight subtle changes in condition, and prioritize residents who may need attention. Instead of asking staff to search through more data, insights are built into the workflow to support care team decision-making.

A peer-reviewed JAMDA study comparing organizations using an EHR alone with organizations using an EHR plus data-driven intelligence capabilities found improvement in 16 of 18 quality measures. The study also showed:

9% greater reduction in major falls

22% greater reduction in residents needing help with daily activities

59% greater reduction in depressive symptoms

20% greater reduction in antipsychotic use

These results point to a larger shift already underway: data is becoming more than a record of what happened. It can help support smarter, more proactive care.

When technology works quietly in the background

The best technology increasingly becomes invisible.

Ambient sensing can help communities monitor changes in resident routines and wellness patterns without relying on cameras, wearables, or constant manual check-ins. It can support a more natural resident experience while giving care teams more information to guide action.

What ambient sensing can support

Ambient sensing enables:

- > Passive monitoring
- > Safer independent living
- > Earlier intervention opportunities
- > Reduced manual wellness checks
- > Aging in place support
- > Greater family confidence

For residents, this can mean more independence with a digital layer of support. For staff, it can help reduce manual workload and focus attention where it is needed most. For families, it can create more confidence that changes may be noticed sooner.

Privacy should be part of the design

As intelligent environments become more common, privacy will matter more than ever.

Communities should consider technologies that support non-camera approaches, including radar, motion, and acoustic solutions where appropriate. They should also be transparent with residents and families about what information is being captured, how it is used, and what choices are available.

Resident choice matters. Opt-in and opt-out considerations can help support trust and adoption.



The next evolution of intelligent care

Senior living technology is moving toward workflows that are smarter, more adaptive, and more natural to use.

That evolution can include:

- > Smarter workflows that learn from data and outcomes
- > Automation that helps reduce repetitive administrative tasks
- > Documentation that becomes a byproduct of care
- > Natural language interactions
- > Voice-enabled workflows
- > Conversational interfaces
- > Mobile-first tools
- > Staffing optimization
- > Dynamic scheduling
- > Operational forecasting

The goal is not to replace the human side of care. It is to support the people delivering it.

When technology helps reduce manual work, organize information, and guide next steps, teams can focus more energy on residents, families, and the moments that matter most.

Experience and engagement are competitive advantages

Digital engagement is no longer a nice-to-have.

Experience is becoming part of a community's growth strategy. It can influence move-in confidence, family satisfaction, resident retention, reputation, and occupancy.

Families are not comparing communities only to other communities. They are comparing them to every digital experience they already have.

That changes the standard.

Residents and families increasingly expect mobile-first communication, self-service access, clearer visibility, and simple ways to stay connected without adding more burden to staff.

Modern engagement tools can include:

- > Portals
- > Mobile apps
- > Voice assistants
- > Care coordination tools
- > Virtual engagement
- > Communication tools

The opportunity is to make engagement easier, not heavier. When communication is connected to real workflows, families can feel more informed while staff avoid extra calls, duplicate updates, and disconnected tasks.



A practical roadmap to 2030

2030 readiness does not happen all at once. It starts with the right sequence.

Now: Build the foundation

Operators can start by focusing on the systems, data, and workflows that make future innovation possible.

Priorities include:

- > Integrated systems
- > Standardized workflows
- > Analytics readiness
- > Interoperability
- > Data quality
- > Unified resident information

This is the layer that helps communities reduce silos, support staff adoption, and create more trust in the information teams use every day.

Next: Enable intelligent care

Once the foundation is in place, communities can begin layering in more advanced capabilities that support proactive care and smarter workflows.

Priorities include:

- > AI-supported insights
- > Proactive workflows
- > Ambient sensing
- > Embedded intelligence
- > More connected care team experiences

The focus should be on tools that fit naturally into the way teams work.

Future: Build smarter, more connected communities

Over time, senior living communities can move toward more connected ecosystems that support personalized care at scale.

That future may include:

- > More personalized care models
- > Adaptive workflows
- > Intelligent operations
- > Connected resident and family experiences
- > More coordinated care ecosystems

The result is a more connected operating model where care, experience, and operations work together.

2030 readiness starts with today's foundation

The future of senior living will be shaped by organizations that design with intention.

The organizations best-positioned for 2030 will not be those chasing every new innovation. They will be the ones that intentionally connect data, workflows, people, and experiences to support a stronger future for residents, families, and staff.

Because 2030 readiness is not defined by technology alone. It is defined by the foundation communities build today.

