# The Evolving Technology Landscape

## Integrating a Data System and Understanding Future Aging Service Needs

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*For the past several years, Lutheran Homes of Michigan has been using Collage and preparing for the implementation of sensor technologies... a journey that has forced us to examine old systems, retrain staff, and restructure business models.*

# *Perspectives from "omega" testing*

- New technologies provide new metrics upon which to base decisions

- Most important new technologies are disruptive

- Most people don't like to be disrupted

- Opportunities for new, innovative services are available to those willing to experiment (read: fail)

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# "New Data" for Better Decisions

- Qualitative data on individual clients from Collage and sensors

- Quantitative data about systems and programs from Collage ie. aggregate community data

- Quantitative data from sensors based on trends

- Outcomes are (nearly) instant

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# *Collage has...*

- Provided us opportunity to truly serve the individual

- Clarified necessary improvements in overall service and amenity package

- Allowed empowered residents to serve each other

- Launched meaningful wellness programming that is "user defined"

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# *Collage has also...*

- Disrupted our programs and challenged preconceived notions of quality
- Required a wholesale re-structuring on one campus
- Forced us to re-invent "home care" programming
- Opened up new relationships within the faith community

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# *Currently,*
## *we "Collage"*

- All residents of assisted or independent living campuses

- All clients admitted to snf for short stay rehab – as part of discharge planning

- All clients within our personal services home care program

- Considering offering to all "future residents" at I/L sites
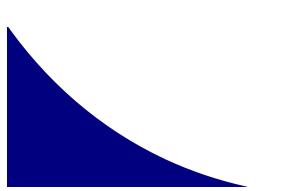
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# Sensor Technologies

- 24/7 streaming data
- Environment speaks for the person
- User specific data
- The data infers some behavior
- Too early to tell correlation with Collage data
- Implementation challenges abound – but are worth it!

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# *Implementation Challenges*

- Staff training/readiness/capacity
- "sales", pricing
- Marketing – educating consumers
- Installation – assessing physical space
- Assurance of "redundancy" of system
- Managing expectations

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# *Opportunities...*

- New operational data is a treasure trove of new service possibilities

- Collage data provides actionable information that scales

- Sensor data holds potential to "infer" trends to larger stakeholder groups

- Caregiver focused programs have a 3:1 impact

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