

The Gardens at St. Elizabeth Pioneers Smart Assistant Technology In Senior Care With Serenity

SETTING THE STAGE

Jane Woloson is the Executive Director of The Gardens at St Elizabeth, a CHI Living Community within CommonSpirit Health that serves over 232 older adults. The community provides Independent Living, Assisted Living, and Memory Care. Jane's background and continued dedication to finding a cure for Alzheimer's, combined with her leadership skills and deep commitment to those in her care, drives her culture of continuous improvement.

"There are senior living communities everywhere. We differentiate by continually improving the resident, family, staff, and provider experience. The world is changing quickly with a massive generational and digital transformation underway. We are leading the way with our Center of Excellence at The Gardens at St Elizabeth, and Serenity is an essential part of that."



Jane Woloson
Executive Director,
The Gardens at St Elizabeth



"I rely on the information on Serenity, especially when I want to coordinate with a friend, or I can't leave my room. I just ask (Serenity's) Alexa, "what's for dinner?" and I know what order I want to place. It gives me freedom, and it's been a real lifesaver for me."
– Donna (resident)

And now Jane has elevated that experience in three key areas:

- Ensuring continuity of care through Serenity's network
- Creating opportunities for residents to thrive through supporting independence
- Keeping internal teams communicating in lock-step

And, of course, secure communication is of the utmost importance.

All of which result in increased revenue, lower expenses, and extraordinary care.

ENSURING CONTINUITY OF CARE THROUGH SERENITY'S NETWORK

A common myth when a loved one moves into senior living is that everything is handled. The best communities help educate and prepare prospective residents and their families about additional services available that they may want or need as their journey unfolds, creating convenience and true connected care across all providers.

As a key pillar of their Center of Excellence, The Gardens at St Elizabeth is superior in this regard. With their high standards, they have curated key providers to ensure optimum quality of care and resident convenience. For example, new residents will often take advantage of the physicians that round at that community rather than driving or finding transportation to their doctor. Or opt to use the long-term care pharmacy that delivers medications to the community especially if they can no longer drive.

Serenity's network powers the products that bring together the physical therapy, rounding physicians, hospice, home care, long-term care pharmacy, occupational therapy, mental health counselors, home health, and a myriad of other providers, so they can be fully in-sync with the resident's current needs and care plan through Serenity.

Jess appreciates that with Serenity:

- She saves 1-2 hours a day by eliminating wasted time chasing email, voicemail, post-it notes and phone calls
- There is no need for staff to share personal phone numbers
- New team members get up to speed on each resident quickly
- Each team can share best practices with each other in their own departmental channels

"Information is the best medicine and lies at the heart of senior care," shares Katherine Wells, CEO of Serenity. "That goes for all members of a resident's care team. When everyone has access to information, decision-making is harmonized, variability in care decreases, and care quality is at its highest."

"I can't imagine not having Serenity! When I can message with our rounding nurse practitioner or quickly send files to physical therapy group for a resident need or issue, it saves me 1-2 hours every day! And their team knows what's happening so if the nurse practitioner is out of the office, we don't miss a beat!"



Jess Peterson
Memory Care Manager &
Acting Wellness Coordinator

CREATING OPPORTUNITIES FOR RESIDENTS TO THRIVE THROUGH ENCOURAGING INDEPENDENCE

"I love busting the myth that older adults don't really want to adopt new technology," muses Katherine. "Our team sets up 85+ year olds every day with Serenity's smart assistant and our analytics show they use it on average 3 times a day, every day!"

Jane is a strong proponent of independence for those in her care. She ensures that everyone has the opportunity to be fully engaged and in control of their own life.

"Providing our residents with their own personal concierge for the community was an easy decision," states Jane. "Wouldn't you rather self-serve than have to call someone or search for a piece of paper that tells you what's happening today? That doesn't change just because your home is in a senior living community!"

Serenity's Alexa skill is quickly becoming a perfect partner. It gives residents the independence they crave in a way that makes their lives easier. Residents feel like they have a friend by their side. It can tell them what's happening in the community, play music, or know when the salon is open.

"Serenity has exceeded all expectations to streamline our communication across the community," reports Jane.

Serenity's smart video and voice assistant product allow residents to:

- Ask what's for dinner today or next week
- Ask or see what today's events are
- Receive notifications from the community, such as "There is a fire alarm test at 4p today" or "You have a package at the front desk"
- Call anyone in their closed, personal address book via audio or video –
- This includes friends, family, providers, and staff

"I can video call my friends in the community and we discuss what activities we want to go to, and when and where we'll meet. It's just wonderful!" Donna, resident

"And this is just the beginning," shares Jane. "We are working together with the Serenity team as they continue to roll out new features that create seamless connectedness, save time, and improve quality of life for all."

When Marketing Director, Melissa Santistevan, takes prospective residents and their family members on a tour of the community, she shows them Serenity. The families are blown away at the convenience for the residents and for families, the response time, and the connectedness residents have.



KEEPING INTERNAL TEAMS COMMUNICATING IN LOCK-STEP

One sign of excellent leadership is a team that operates in lock-step. With a large staff in a high turn-over industry, it is one of the biggest challenges facing most Executive Directors.

"With Serenity, I have insight into what's happening at any level of detail I want, and oversight of the entire business so I always have a pulse on things, allowing us to create the best possible experience for all," says Jane.

When a new team member is onboarded, they are introduced to Serenity immediately giving them instant access to other team members, to resource information they need as they learn the community's policies and procedures, and resident care information as they begin to meet the people they are serving. Serenity helps accelerate their time-to-productivity and strengthens their job satisfaction.

Imagine with one message...

The maintenance director can notify staff and residents of elevator repairs or water shut-offs. No more squawking walkie-talkies!

Front desk staff can notify all residents, or a segment of residents, of the grocery bus leaving in an hour. Or notify an individual resident that they have a package up front.

The Activities Director can update everyone when an activity has changed time or location, or has been canceled.

The Chaplain at The Gardens at St Elizabeth can send updates on spiritual event changes.

And internally, staff can give shout outs to other staff members, supporting the corporate values and community culture.

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When families learn and see first-hand how they can securely text our care team with questions or updates and get a quick response, they are ecstatic,

And Serenity's Alexa skill helps put a spotlight on the already extraordinary work that's being done within our community that people don't have the opportunity to see every day. We are able to better show transparency and build trust that gives families greater peace of mind!"



**Melissa
Santistevan**
Marketing Director

THE SERENITY IMPACT

Serenity serves as a personalized, digital concierge to bring simplicity and connection to an otherwise complex system through HIPAA-compliant real-time messaging and smart video and voice assistants in a single network.

Serenity's leading-edge technology reduces staff burden while increasing resident engagement and vital family connectedness. With smart coordination and integrated, consolidated communication, Serenity meets providers, care teams, families, and most importantly, older adults, where they are, leading to a boost in:

REVENUE

If you take care of residents, the business takes care of itself. Having Serenity as a means to communicate helped The Gardens increase revenue and lower expenses for care providers while families and older adults received better care and greater peace of mind. As a result, move-ins and waitlist deposits increased.

STAFF SATISFACTION

Increases time-to-value and reduces the burden on overstretched staff, saving 1-2 hours per day without the need to chase paper, listen to voicemails, and address miscommunication issues. It's a synchronous and asynchronous communication hub. One platform that gets the message out if a shift needs to be covered or a resident needs a ride to an appointment. Serenity has made real-time huddles with staff possible. Long response times, paper trails, and missed messages are a thing of the past with better access and more transparency into what's needed.

INDUSTRY REPUTATION

The Gardens regularly hosts industry open house networking events, which proved to be a hit with placement agents. It showed the industry how proactive their community was in satisfying older adults' craving to learn something new and get savvier with technology. The Gardens at St. Elizabeth made itself known by looking at things outside the box with continuous improvement to make their residents' lives better.

"Since implementing Serenity, our older adults feel independent again, our care teams are better connected, and families have peace of mind that their loved ones are receiving the excellent care we are known for. We have become much more proactive in care, rather than reactive to emergent situations. Serenity has solidified our place as a Center of Excellence by showing how much we value continuous improvement to make our residents' lives better."

Jess Peterson
Memory Care Manager &
Acting Wellness Coordinator



FAST FACTS

PROBLEM

In the complex system of senior care, communication is like the oil that runs the engine. Communication gaps are common between care providers, senior living staff, older adults, and their families, costing time, money, and quality of care.

SOLUTION

Serenity's web, mobile and smart voice and video assistant products power a single network that enables real-time, HIPAA-compliant communication, collaboration, and education. Utilizing Serenity's skill on the Alexa for Senior Living platform serves as an easy-to-adopt personalized digital concierge for residents, while the Web and mobile products provide streamlined communication for providers, staff and family members.

RESULTS

Transformed communication across the community and significantly increased resident, staff and family satisfaction and independence.

- Saves staff 5-10 hours a week
- Helped close 3 new waitlist sign-ups and 2 new move-ins in one month
- Accelerates time-to-services with critical partner providers

"Using Serenity on Alexa helps us plan our day and not feel so alone. I can't imagine what we would do without it now that we know how much it help us!"

~Barb & Ron (residents)



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ABOUT SERENITY

Serenity is the only network that allows aging service providers, older adults, and their loved ones to "care together."

Our web, mobile and Alexa assistant products power the network to enable real-time, HIPAA-compliant communication, collaboration, and education. Providers and communities increase revenue and lower expenses, while families and older adults get better care and greater peace of mind.

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