



Eskaton Reduces ER Visits Caused by Resident Falls by 93% with SafelyYou During Pilot Program

ISSUE

As a nonprofit organization serving older adults in Northern California since 1968, Eskaton’s mission is to enhance the quality of life for older adults through innovative health, housing and social services in the communities it owns and manages.

With this in mind, finding the best way to not only detect but prevent its residents from falling has been a major component of Eskaton’s strategic initiatives for the past five years.

“Since we can reinvest our profits into Eskaton and are not beholden to shareholders, we have more flexibility to invest in innovative technology that truly enhances residents’ well-being, which includes reducing the risk of falls and fall-related injury,” said Sheri Peifer, chief strategy officer for Eskaton.

“**After conducting staff focus groups and a few health care and technology pilots, we ultimately chose to partner with SafelyYou, because its artificial intelligence-enabled video recording was the type of innovative fall technology that could truly help us improve the health and security of our residents as well as differentiate ourselves from typical senior living standards in the industry.**”

 adults with dementia fall 4 x per year	 80% of falls are unwitnessed	 1 ER visit = \$4500
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INSIGHTS

Eskaton chose three of its assisted living communities — Eskaton Village Placerville, Eskaton Village Carmichael and Eskaton Lodge Gold River — to take part in a three-month trial study, conducted November 2018 through January 2019, with SafelyYou. Overall, 52% participated across the three communities, totaling 35 participants out of 67 residents.

“These communities were chosen because they each have a designated memory care neighborhood that is similar in number of apartments and capacity of residents, location of the communities, and stable care staff and managers that were eager to work with new technology,” said Teri Tift, executive director of Quality & Compliance for Eskaton.

The main objectives for the trial included decreasing the number of falls among residents living in memory care, reducing the care partner response time to falls and lessening the number of fall-related visits to the ER.



PILOT PROGRAM OBJECTIVES

- ✓ Decreasing number of falls
- ✓ Trimming down response rate to falls
- ✓ Reducing ER visits

SafelyYou began the trial program with Eskaton by installing AI-enabled camera technology in the three assisted living communities. The technology detects a fall by analyzing the video feed from cameras placed in a resident's room, stores video only when a fall is detected and sends alerts when a fall occurs.

Video of the fall is available immediately to care staff through a secure web platform, which also can be used to support conversations with the family as well as Emergency Medical Services about the need for an ER visit.

A fall assessment is performed by SafelyYou to support root cause analysis, and a weekly fall huddle is conducted with the memory care coordinator to review falls from the week and consider updates to the care plan to prevent future falls.

Specifically, SafelyYou provides the following key benefits:



REAL-TIME DETECTION:

A high accuracy alert is sent when a fall occurs in a resident's bedroom.



IMMEDIATE REVIEW:

Video of the fall is immediately available to review and determine if possible resident injury occurred or if the resident simply lowered themselves with little risk.

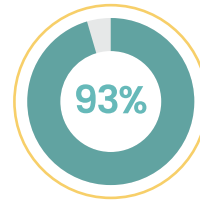


PREVENTATIVE MEASURES:

Root cause analysis through video review highlights items that can be addressed to reduce risk of future falls. SafelyYou's fall expertise, based on thousands of observed falls, is documented online and discussed during a weekly fall huddle.

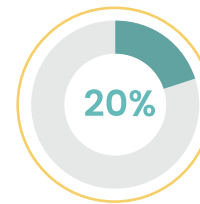
IMPACT

✓ FEWER ER VISITS



reduction in fall-related ER visits from Eskaton with SafelyYou

✓ FEWER ER ATTENDANCE



of resident participants who fell were sent to the ER compared to 100% of non-participants

After three months with SafelyYou's cameras, Eskaton reduced visits to the ER caused by resident falls by a staggering 93% for those participating in the pilot program. Initial baseline data revealed that 43% of resident participants who fell were being sent to the ER before the pilot began and only 3% were going to the ER during the pilot program. In addition, the care team decreased their response time to falls by 54%. And only 20% of resident participants who fell were sent to the ER compared to 100% of non-participants.



By partnering with SafelyYou, we have been able to leverage sophisticated AI technology to better understand why a fall occurs since a resident living in our memory care neighborhood may not be able to tell us the severity of the fall or whether it was actually a fall," added Tift.

SafelyYou not only provides information about why a fall occurs, it also provides the care team with contextual information about what environmental factors may have led to a fall.

1 This information has empowered Eskaton's care teams to be more proactive about conducting environmental reviews both before and after a fall occurs. For example:

One resident was repeatedly falling between her bed. After conducting an environmental audit, the team discovered that the couch was too close to her bed, so they moved the couch to the opposite wall to create the proper amount of space needed for navigating safely in the apartment. **The resident did not experience additional falls after making these adjustments.**

2 The technology also helped the care team understand the residents better by learning about their daily living routines:

One resident was lowering himself to the floor every morning at about the same time. Once the team discovered this was simply part of his daily routine, the team realized they could meet his needs by adjusting the time a care partner arrived in his apartment to wake him up in the morning. **This slight change resulted in reduced time spent on the ground.**

3 In some cases, SafelyYou provided knowledge of a fall that would have otherwise gone entirely unreported, a "silent fall" in which the resident recovered independently:

One resident was recorded falling several times at night while going to the bathroom. He would fall hard, get himself up and make his way back to bed. The care team had no idea that he was falling and would never have known about the falls without SafelyYou. **With the alert and video review, they were able to quickly respond instead of discovering bruising of unknown origin the next day.** They even were able to identify an injury that was a result of a "silent fall" and treat it within minutes despite resident returning to bed without notifying anyone, drastically reducing chances of the injury worsening and providing a level of care previously impossible.

ROI

The benefits of using SafelyYou extend well beyond reducing falls and ER visits. In fact, family members felt their loved ones at Eskaton were more secure and found peace of mind by knowing that unnecessary and traumatic ER visits could be avoided.

The care team could stop guessing about how a fall happened and make more informed decisions about how to provide the best possible care to their residents. This feeling of empowerment around a key family concern was critical for the staff involved.

Families said they chose these particular Eskaton communities because they had cameras/technology and could truly be at ease knowing their loved one had the extra protection that SafelyYou provides. These families also are eagerly awaiting full implementation so their loved ones can be permanently added to the program.

 **REAL-TIME DETECTION** =  **IMPROVED CARE**

- ✓ Moving furniture for easy navigation
- ✓ Understanding residents' daily routines
- ✓ Discovering "silent falls"
- ✓ Identifying and treating injuries

"We believe that every environment should be designed to be adaptive to any changing cognitive or physical abilities," said Peifer.

“Creating accessible spaces is especially important in our memory care neighborhoods, where navigating within a space becomes challenged. That's why we looked for solutions that will not only enhance resident well-being but also promote independence, added Peifer.”



Would you like support reducing falls and ER visits for your residents in memory care?

Let us know.

IN-PERSON

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VIRTUALLY

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