

Arial® Community Insights

SOLUTION OVERVIEW



Help identify resident health decline, ensure care plans align, and analyze staffing levels

SOLUTION BENEFITS

Receive informative consultations and detailed reports that help:

- **Identify resident health decline** using e-call activity to predict increased support requests before an altering care event such as fall, illness, rehabilitation occurs
- **Ensure residents' monthly care plans align** to the amount of care support received
- **Improve workflow and staff productivity** with analyzed resident and community activity to anticipate future care needs

CHALLENGES

Delivering the right level of care for residents is always a top priority. But recognizing revenue from care plan adjustments, occupancy struggles, ensuring staffing aligns adequately to community schedules, and the demands of doing more with less remains a challenge for senior living communities.

SOLUTION

The Arial Community Insights solution helps community leadership make timely decisions on their residents' level of care based on the actionable insights that are analyzed from the Arial call system data. The solution consists of three monthly automated reports: the **Resident Care Index**, **Resident Report Card**, and **Staff Planning Report**. All data is encrypted and sent securely to only designated stakeholders via email. Meetings are held once per quarter until the community is comfortable with the understanding of these reports.

With the Resident Care Index report, residents are automatically prioritized on a monthly cadence based on their predicted increasing need for assistance. This gives community decision-makers a quick and actionable list of residents to focus on.

HOW IT WORKS

The Resident Report Card view allows community Clinical and Executive Directors to drill into a specific resident's statistical details to better understand their rising needs. It gives a comparison across other care levels, as well as the community. The Resident Report Card may also be useful when the need arises to meet with a resident's family to show their loved one's increased care requirements.

To ensure success, the community shall share resident care levels on a monthly basis and complete a Care Level Survey Follow Up each quarter.

Arial® Community Insights Reports

A POWERFUL SOLUTION TO ENSURE APPROPRIATE CARE LEVELS AND STAFF PLANNING EFFICIENCY

1 RESIDENT CARE INDEX

2 RESIDENT REPORT CARD

3 STAFF PLANNING REPORT

1. Resident Care Index

Instantly identify the number of alarms, response times, how much time caregivers spend with one resident compared to your community's average.

- View each Care Level as a summary within your community
- View each Resident Snapshot showing current and predictive analytics
- Understand caregivers amount of time to respond and clear a call
- Evaluate changing care levels over a minimum of 2 months

Resident Care Index

What's Here

1. Action List
2. Care Level Summaries
3. Individuals

Action List

Rank	Apartment	Current Care Level	last_assessed	Unplanned Needs Score
1	2003	1	6/24/22	127.2%
2	3016	2	5/2/22	119.7%
3	3021	3	6/6/22	117.0%
4	3002	2	3/29/22	114.7%
5	3031	3	7/6/22	112.6%
6	2017	3	3/4/22	110.7%
7	2034	1	5/13/22	105.6%
8	3025	3	5/29/22	102.3%
9	2030	0	3/9/22	102.2%
10	3007	1	2/1/22	96.9%

How this works

We calculate an **Unplanned Needs Score** for each resident. This is based on multiple models built from longitudinal data from multiple sources that helps us both baseline and understand variability.

We have built models to compute a baseline for each care level using months of data. We compute a resident's current Unplanned Needs Score for the **most recent month** and leverage a model that predicts their score for the **next month**.

The approach allows the Resident Director or Director of Nursing to have a discussion with a resident's family, using objective data, when there is significant risk that the resident's needs will either be unfulfilled or will lead to other residents receiving insufficient support. Typically, this discussion would also include an assessment of resident condition and contracted services.

How to read the Action List

Apt 2003's needs are 127% of what we would expect to see from someone at Care Level 1.

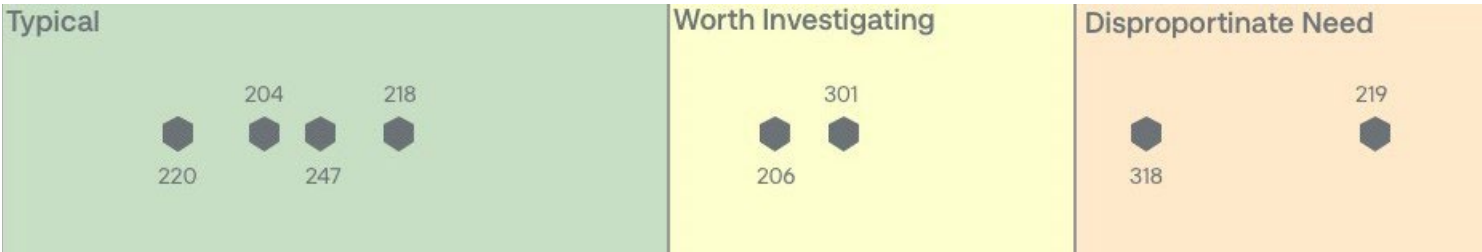
2. Resident Report Card

- Communities have the information they need to assist with resident and family discussions about care plans.
- View objective data recognizing time spent with individual residents, giving staff data they need to justify cost in care with families and residents
 - Help predict care level needs ahead of pre-scheduled evaluations or known care altering events (falls, illness, rehabilitation)

Care Level Summary

Unplanned staffing needs, Care Level 1

Residents are arranged by score. The first chart indicates where residents are scored today, and the second chart is where we predict they will score next month.



Resident Snapshot

Apartment 318

Red is the current month's value. Purple is predicted for the following month.



3. Staff Planning Report

Improve workflow and staff productivity with analyzed call trends to anticipate future care needs.

- Full visibility into call frequency
- Informed staff planning by the hour, day, week



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About Securitas Healthcare

Securitas Healthcare empowers caregivers to deliver connected, productive and safe care. Its innovative portfolio of healthcare solutions helps over 15,000 hospitals, clinics and senior living organizations worldwide protect people, use assets efficiently and understand their operations for a caring and healing environment. Securitas Healthcare is proud to be part of Securitas, the world's leading intelligent protective services partner. For more information, visit us at securitashealthcare.com

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