The Evolving Technology Landscape

Integrating a Data System and Understanding Future Aging Service Needs
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)
“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
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”
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
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
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!
Implementation Challenges

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