

## DATA DELIVERS ON THE PROMISE OF MEANINGFUL RESIDENT ENGAGEMENT

*How Linked Senior helped one organization optimize the breadth and depth of resident engagement, translating it into even better teamwork and communication in a time when preventing the damaging implications of isolation and inactivity are more essential than ever.*

Acts Retirement-Life Communities (Acts) is incorporated in Pennsylvania and is designated as a 501 (c) 3 charitable organization. They began offering senior retirement living options in 1972 and their mission is to provide security and peace of mind to seniors by being a preeminent provider of retirement-life services. There are a total of 26 communities at Acts that provide independent living, assisted living, and skilled nursing care options, with a total of 52 neighborhoods.

Julie Ackley, corporate director of memory care at Acts, is leading the way in senior living by working on standardizing delivery of programs to help her lead the teams she manages in the communities and neighborhoods. While staffing can be challenging, Julie and her team are making strides when it comes to offering meaningful engagement to ensure residents find meaning and purpose across multiple levels of living.

With Linked Senior, Julie has taken the innovative step of training team members outside of the enrichment department, such as certified nursing assistants, so that meaningful engagement can happen for all residents based on their preferences; even when a life enrichment professional may not be immediately available.



*Acts averages 52 minutes of resident engagement per day, more than 2X the national average.*

The Linked Senior technology helps Julie to accurately assess and effectively evaluate daily resident engagement. With insights generated by the platform, the organization is ensuring team member support, coaching and accountability. The platform allows Julie to support her team members so that they can work smarter not harder. It can also help team members access and evaluate resident engagement data across communities in real time, especially for those living with cognitive change.



“With the right technology, I have real-time insights that help me support each community, neighborhood, and team member every day. I could personally visit one community in a single day and make observations, but I can’t go into 52 neighborhoods in a day and observe what’s going on for the 2,000+ lives we serve. With Linked Senior, we have a concrete way to deliver on the type of engagement and quality of life that we promise to our residents and their families.”

Julie Ackley, Corporate Director  
of Memory Care at Acts  
Retirement-Life Communities, Inc.



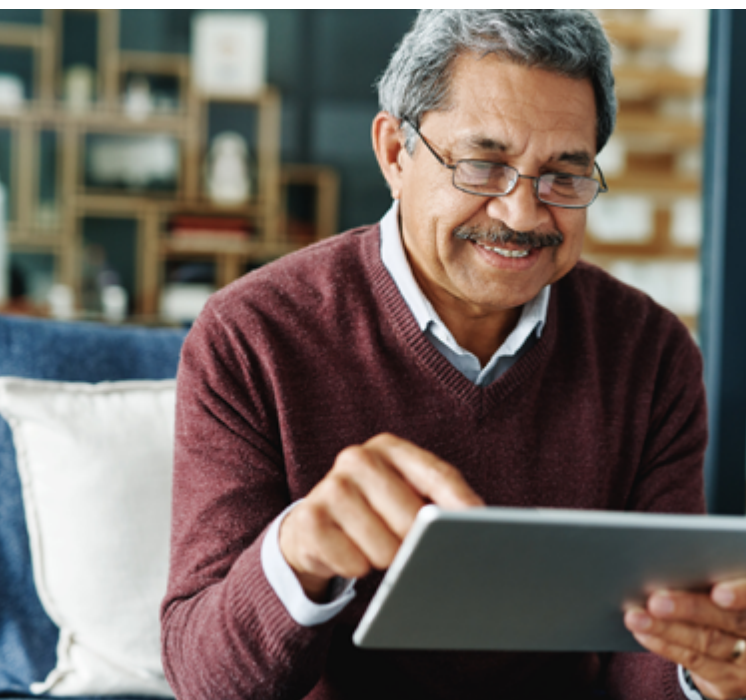
**“The engagement professional really needs to be recognized as valuable and needed. They are critical to the quality of life for our residents.”**

To truly deliver on the promise of meaningful resident engagement, an organization must get buy-in from the interdisciplinary team. There is a genuine interest from Administrators, Directors of Assisted Living and Directors of Nursing in the data now available through Linked Senior and how it can be used to maintain meaningful resident engagement and team accountability. Even regional vice presidents are reaching out for invitations to trainings about the platform.

Life Enrichment Coordinators attend interdisciplinary meetings with comprehensive reports on engagement data in their hands, allowing them to be recognized for their work, collaborate more effectively, and help advance the Acts Engaged Living mission and vision. This empowers the life enrichment department and interdisciplinary team members realize the value of what it means to “play with purpose” when it comes to resident engagement.

Families of older adults in Acts communities want personalized approaches to engagement and they expect to have an effective partnership with the team when it comes to supporting their loved one. Linked Senior has really been a huge gift, it is a wonderful tool that is enriching programming, helping team member efficiency, and supporting families, all while improving quality of life for our residents.

**Linked Senior saved Acts 5.2 days of work per community, per month.**



**“I am very proud of bringing Linked Senior into our organization, and how it is helping us deliver on our promise of person-centered engagement.”**

Julie Ackley, Corporate Director of Memory Care at Acts Retirement-Life Communities, Inc.