



# ADVANCING STRATEGIC TECHNOLOGY SOLUTIONS IN SENIOR LIVING & CARE

Presented By

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## **MOMENTUM** **2023 ANNUAL MEETING & EXPO**

Renaissance Schaumburg  
Convention Center - Schaumburg, IL





# OBJECTIVES

- To bring forth examples of advanced technologies that assist today's senior living organizations.
- To hear from providers about how they have effectively integrated technology solutions into their operations.
- To walk away with ideas of how to advance innovation and technology adoption within one's own organization.

# AGENDA

INTRODUCTION AND PRESENTATION OBJECTIVES

BACKGROUND | CHICAGO METHODIST SENIOR SERVICES

BACKGROUND | PROVINET SOLUTIONS

BACKGROUND | LEADINGAGE CAST

OVERVIEW OF SENIOR LIVING TECHNOLOGY

MODERATED DISCUSSION

QUESTIONS & ANSWERS

# INTRODUCTION & PRESENTATION OBJECTIVES

# MODERATORS



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# PANELISTS



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# BACKGROUND

CHICAGO METHODIST SENIOR SERVICES

# CHICAGO METHODIST SENIOR SERVICES



Chicago Methodist  
Senior Services

## Who We Are

- Urban
- Not-For-Profit
- Continuum of Care and Services





# CMSS HISTORY

A tradition of  
caring and  
continuing  
innovation

## Roots

- 1898 The Methodist Home (Wesley Place) was established
- 1901 The Methodist Home moved to Andersonville

## Recent

- 1990 Winwood & Glenwood Apartments
- 1997 Methodist Senior Home Care
- 2000 Hartwell Place
- 2008 Covenant Management Contract
- 2018 West Suburban Senior Services
- 2018 SAGE Support Group
- 2019 SASI Home Care & Senior Connections







# CONTINUUM OF CARE INCLUDES:

- Drop-In Day Program including LGBT Support Group
- Neighborhood Volunteer Services for Older Adults
- Paraprofessional Home Care
- Low-Income Housing
- Memory Support Skilled and Assisted Living
- Short Term Rehabilitation





# CMSS PARTNERSHIPS, JOINT VENTURES & VERTICAL INTEGRATION

## Alternative Investment

Embodied Labs

## Partnerships & Alliances

Accounts Receivable Cooperative

Lorenzo's House

White Crane Adult Day Wellness

## Joint Ventures & Vertical Integration

United Methodist Healthcare Recruitment

Parasol Alliance

Trinity Risk Solutions Risk Retention Group





# BACKGROUND

ProviNET SOLUTIONS



## BY THE NUMBERS

ProviNET Solutions has been trusted for over 30 years, providing IT Solutions within the senior living and long-term post-acute healthcare marketplace.

**325**

325 hosted servers inside Microsoft Azure, with over 6000 hosted users.

**46**

ProviNET Solutions has over **650 clients** in 46 states.

**70+**

70 qualified industry professionals including 4 registered nurses.

**45k**

Over 45,000 users as part of active support agreements.

**180**

Supporting over 180 Senior Living Organizations with over 600 communities.

# ProviNET PARTNERSHIPS





# BACKGROUND

LEADINGAGE CAST

# ABOUT LEADINGAGE & LEADINGAGE CAST

## LeadingAge

The mission of LeadingAge is to be the trusted voice for aging.

Our 5,000+ members and partners include not-for-profit organizations representing the entire field of aging services, 38 state partners, hundreds of businesses, consumer groups, foundations, and research partners. LeadingAge is a 501(c)(3) tax-exempt charitable organization focused on education, advocacy, and applied research.

## LeadingAge CAST

The LeadingAge Center for Aging Services Technologies (CAST) is leading the charge to expedite the development, evaluation and adoption of emerging technologies that can improve the aging experience. CAST has become an international coalition of more than 400 technology companies, aging services organizations, research universities, and government representatives.

# ABOUT SCOTT CODE





# LEADINGAGE CAST RESOURCES

- Strategic IT Planning Tools
  - <https://leadingage.org/strategic-it-planning-tools>
- Technology Selection Tools
  - <https://leadingage.org/technology-selection-tools>
- Cybersecurity Resources
  - <https://leadingage.org/cybersecurity-resources>
- Resident/Client Technology Guide
  - <https://leadingage.org/residentclient-technology-guide>

# OVERVIEW OF SENIOR LIVING TECHNOLOGY

# WHY THE INCREASED FOCUS ON TECHNOLOGY?

- Workforce challenges that accelerated during the pandemic and remain
- Adoption increased by both residents, staff and family members during the pandemic;
- Older adults increasingly more reliant on digital solutions
- Technology brings forth solutions to a number of our pressure points
- Not a “nice to have,” but a “must-have” to maintain quality of care and services

TECHNOLOGY & INNOVATION • APR 21, 2021

## Tech Usage Among Older Adults Skyrockets During Pandemic


New AARP research report highlights rise in tech ownership, adoption, and usage, yet access to internet is still an issue for older Americans



# SENIOR LIVING & CARE SECTOR GARNERING SIGNIFICANT ATTENTION: TECHNOLOGY

**Amazon Alexa will now remind you when to take your pills**

PUBLISHED TUE, NOV 26 2019 9:00 AM EST

 **Christina Farr**  
@CHRISSYFARR

SHARE    



**BEST  
BUY™**  
**Health**

**Best Buy's Healthcare Strategy: 5 Million Seniors in 5 Years**

New CEO Corie Barry unveils the company's new business direction.



**Anne Burdakin** (TMF10sgrrl)  
Oct 1, 2019 at 1:53PM



**The Motley Fool**

**How Apple is building a world-class digital health ecosystem**

September 30, 2019  
**COMPUTERWORLD**



# SPECIFIC TRENDING TECHNOLOGIES: PAST TWO YEARS

- Workforce, Workforce, Workforce
  - Multiple solutions to improve recruitment, retention, training, etc.
- Engagement platforms; Family member engagement/communication
- Telehealth
- Behavioral Health – direct and virtual
- Homecare, acute, post-acute convergence

# THE INNOVATION GAP

FOODSERVICE

Uber Eats

INTEROPERABILITY



ENGAGEMENT

facebook



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# QUESTIONS & ANSWERS



# ABOUT ZIEGLER

- Ziegler is a privately-held investment bank, capital markets and proprietary investments firm
- A registered broker dealer with SIPC & FINRA
- Ziegler provides its clients with capital raising, strategic advisory services, equity & fixed-income trading and research
- Founded in 1902, Ziegler specializes in the healthcare, senior living and educational sectors as well as general municipal finance

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*LeadingAge*<sup>®</sup>  
Illinois

**MOMENTUM**

# 2023 ANNUAL MEETING & EXPO

**MARCH 7-8, 2023**

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