

# How Ohio Living Westminster- Thurber Drove Resident Engagement



**Icon**



**Ohio Living**  
Westminster-Thurber

# Agenda

- **Introduction**
  - About me & Ohio Living Westminster-Thurber
  - About resident engagement technology
- **Ohio Living Case Study: What you will learn**
  - What are the benefits of resident engagement technology
  - How to choose the right technology partner
  - How to complete a successful pilot in a community and drive adoption
- **Questions?**

# Introduction

## About Me

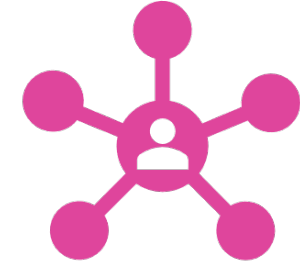
- Ryan Galea
- Icon CEO
- Why I got involved in the senior living industry



# Introduction

## Resident Engagement Technology

- Tools and digital platforms
- That encourage & facilitate Resident Involvement, Participation and Communication
- To improve quality of life and wellness



# Introduction

## About Ohio Living WestminsterThurber

- Life plan community
- Located in Columbus, OH





- Foster Greater Resident Engagement
- “We believe in serving the whole person and as such offer a myriad of services and activities to enhance your physical, mental and spiritual well-being”





- Technology turnover
- Low resident engagement
- Low ROI from legacy technology solutions
- Using solutions that only solve one challenge





- ✓ One stop shop
- ✓ Streamline admin
- ✓ Customizable





- Implemented an **all-in-one technology solution** to streamline processes
- Utilized a **resident tech committee** to implement and draw enthusiasm
- Produced **data-driven insights**



- **89.6%** adoption rate
- **Increased** resident engagement
- **100% Resident feedback** to keep the solution
- Save staff time

What is next for Ohio Living Westminster-Thurber?



# Questions?



**Let's stay in touch!**

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