

WE GET SENIOR CARE IT NEEDS ARE CHANGING RAPIDLY.

To protect older adults and staff with the right technology solutions, you need IT Orchestration by CDW®.



A Time Unlike Any Other in Senior Care

Already facing mounting challenges, the pandemic has forced senior care communities and home health providers to shift their operations over the course of mere weeks and months. Technology is proving essential now to maintain effective care collaboration, ensure safety and security and, ultimately, protect quality of life for senior care residents and patients. Telehealth and remote monitoring technologies were already being explored and introduced as part of an effort toward greater innovation. Now, with stay-at-home orders increasing social isolation among older adults, enhanced safety measures and video chat are a must-have moving forward.

Technology as an Important Agent for Change

The average age of a senior living community across 31 of the largest U.S. markets is 21 years, according to data from the National Investment Center for Seniors Housing & Care (NIC). That means many communities have technology infrastructure that's outdated – and in today's critical environment, those limitations can no longer be ignored.

As a result, the 21st century community has arrived full force, and today's providers are increasingly exploring innovative ways to solve for a myriad of challenges to provide a better experience for savvy senior consumers, improve safety, and attract and retain top talent. On the part of older adults and care providers, urgency to leverage digital engagement is greater than ever. And going forward, tools like telehealth, voice assistants and smart home technologies are poised to become increasingly seamless as the technology becomes more user-friendly.

Overall use of digital services

like telemedicine among seniors increased **300%** during the COVID-19 pandemic.

Source: Mobihealthnews.com, "Survey shows seniors are embracing technology and telehealth during pandemic," August 10, 2020



Top 5 Senior Living Technology Trends

Telehealth and Virtual Communication Technology

Providers have been exploring telehealth and virtual care for years, but recent events have finally made it a reimbursable option to enable more safe, convenient resident care. Available via both video and audio, telehealth is adaptable to resident needs. It offers the opportunity to maintain social distancing and keep residents safe at home while still having direct, regular access to clinicians.

Technology Infrastructure

As senior living operators rushed to implement technologies in response to the pandemic, they've quickly run up against infrastructure limitations. Building out a technology backbone with the right networking infrastructure can be challenging in old structures and with senior living visitor restrictions, but an IT partner can help you assess your options to ensure you have the foundation you need.

Voice-Enabled Smart Homes with Health Monitoring

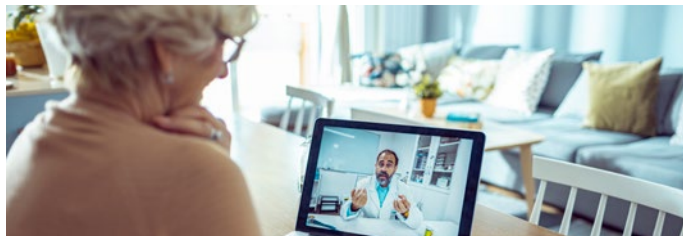
Social distancing resulted in more senior isolation – but smart home technology is helping them more easily connect with family and friends through digital platforms. These smart hubs can also easily connect to a virtual assistant that will help them play music, go online or access smart home features like thermostats, lighting or speakers.

Artificial Intelligence (AI)

Senior living providers are also exploring health monitoring features within the smart home model to better support residents' health – all powered by AI, which transforms this data into meaningful information that adjusts the experience to make older adults more comfortable and safer.

Security and Safety

Utilizing enterprise systems developed specifically for senior care needs (that are compliant with relevant laws and HIPAA regulations) is a best practice versus cobbling together consumer technology platforms. Also, although part of safety and security is data protection, there's a pressing need for a human touch, including education and training, so older adults know how to use technology effectively.



CDW + The Thrive Center Partnership

thrivecenterky.org

The Thrive Center Inc. is a nonprofit 501(c)(3) technology innovation and educational center designed to enhance quality of life for those aged 50+. Located in Louisville, Kentucky, the center features innovative technology, specialized programming to enhance elder wellness and a series of educational programs for the community.

As the Thrive Center's official technology sponsor, CDW Healthcare provides you with a first look at innovative and scalable solutions focused on the senior care space.

CDW is Here to Help

We have decades of experience supporting the senior care industry, and we know technology is not one size fits all when it comes to caregiving. With our dedicated senior care focus and breadth of technology choices, we can help guide your selection of the right devices and accessories and point you to the right resources. **Contact your CDW account manager at 800.808.4239** to get started.