

ZIEGLER LINK – AGE SYMPOSIUM - 2024

SESSIONS

1.Reimagining Innovation in Senior Living and Care – Turning Ideas Into Impact

Takeaways: urgent need for innovation; crucial to consider the impact on caregivers; requires commitment and collaboration; need someone to take the initiative.

2. Working With AI – Practical Applications

Takeaways: Basic message was that a AI is here to stay, so don't fear it use it, or get left behind; integrate it into your health system; use for repetitive tasks; use for EHR reports; To incentivize staff, Objective is to improve rather than replace jobs.

3.Creating Value Opportunities for All providers.

Takeaways: "Research shows the future of healthcare is shifting to a model where payment is based on value delivered rather than the volume of services"; Value based care can positively impact metrics such as occupancy and staff satisfaction; transition can be handled thoughtfully; Partnerships are important–isolation can be fatal.

4.Actionable Opportunities to Boost Topline.

Takeaways: Improve customer experience; develop wider markets; boost efficiency; partner with a technology company; Provide new services, particularly in the home; Keep employees engaged.

5. Creative Benefits Solutions for Workforce Retention, Productivity and Well-Being.

Takeaways: Core is a 401(k), I'm good health plan and proximity to Home; important for companies to analyze the reasons for turnover and for employee demographics; it's important to know why people are leaving; important for creating a sense of well-being and a feeling of belonging.

6. Balancing Tech-Enabled and In-Person Care: Creating Choice for Seniors.

Takeaways: Many benefits of in-home and virtual care services, for seniors and caregivers; familiar surroundings/less institutional ;caregiver can assess risks; In-person connection with caregiver; Virtual connection with specialists; Motivates senior to be more comfortable with technology; Care giver becomes part of family ,and health team.

7.ROI in Senior Living: Measuring What Matters

Takeaways: ROI measurement applies equally to health care delivery , innovation, and employee/recipient satisfaction; happy employee = happy senior ; use technology as a tool for measurement; Benchmarking Is useful where possible; Align goals with industry standards and regulation; AI will be important for such alignment; Each organization should have their own creative measurements for tracking progress and success; Continuous evaluation of those tools can assure relevance and effectiveness of programs and operations.

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