



Highgate communities using SafelyYou during the pandemic go 126 days without an ER visit resulting from a fall

The Scenario

For Highgate Senior Living, which offers premier senior living communities in the western United States, keeping residents safe and out of the ER is a top priority. This became even more important when the pandemic began in 2020 and trips to the ER had the added risk of exposure to COVID-19. As it became critical to minimize visits to the ER, Highgate began looking for additional ways to reduce risk and improve safety.

The Solution

Highgate made it a priority to implement SafelyYou's artificial intelligence-enabled technology in eight communities. It detects a fall by analyzing video from cameras placed in a consented resident's room, and sends alerts when a fall occurs. Using the SafelyYou video, staff was able to respond to a fall within minutes and assess residents for injury. Once the resident was stable, they could then review the video and confirm if the resident had hit their head or sustained an injury requiring emergency treatment.

COVID 2020-2021

126 days without a fall-related ER visit

Source: SafelyYou data.



Results

SafelyYou helped these eight Highgate communities go 126 days without an ER visit resulting from a fall. Using insights from the videos and learnings from fall huddles with SafelyYou's fall experts, staff was empowered to immediately implement measures to help prevent future falls for all residents.

SafelyYou in Action

Let's look at how SafelyYou was used to help Highgate communities reduce unnecessary ER visits. To do so, we'll examine its use for a resident whom we'll call Lisette.



Lisette

Resident at Highgate

Before the Highgate community began using SafelyYou, Lisette had instances of being found on the floor and had been sent to the ER. Her family was upset and questioned the decision, but the community felt they had to act out of caution since they did not see what happened and the resident could not tell them. With the ability to review video from SafelyYou, the community saw that Lisette was lowering herself onto the ground to do yoga stretches, then would remain lying on the floor.

Thanks to the insight from the SafelyYou video, the community was able to stop sending Lisette for ER care and explain to her family exactly what had happened, rebuilding trust with the family and providing a huge relief for all involved.

without SafelyYou

- unknown on-the-ground causes
- concerned family
- unnecessary ER visits

with SafelyYou

- informed staff
- relieved family
- no ER visits due to falls

SafelyYou helped these eight Highgate communities **improve safety, reduce risk, and eliminate unnecessary trips to the ER** resulting from a fall. With insights from the videos, the communities were able to enact changes to help prevent falls for all residents and better communicate concerns to families.



With SafelyYou, senior living communities across the country are strengthening their fall management programs, enhancing safety, and improving cost-savings. If you'd like to learn more about how SafelyYou can do the same for your communities, please visit us at www.safely-you.com.