

TeleHealth World

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QuietCare Installed to Personalize Care for "Memory Care" Residents



HarborChase, an assisted living community specializing in Memory Care, has adopted QuietCare, a passive monitoring system created by Living Independently Group, Inc., to help their caregiving associates tailor care to the "level of need" of individual residents. The QuietCare system is part of Harbor Chase's memory care program and provides associates with near real time information with which to personalize services to each individual resident's needs and adjust these services as those needs change over time.

"The technology allows our associates to proactively address the holistic needs of our Memory Care residents, not just their physical needs, without being intrusive or disruptive of their personal space and time. The technology will enhance our services to ensure our residents receive the best and most personalized care, based on the individual's age, medical history, mobility, while maintaining their privacy and dignity," said Jeff Sylvester, vice president, Sales and Marketing, Harbor Retirement Associates.

QuietCare's passive monitoring technology learns normal patterns for key activities such as wakeup, sleep, night time bath-

room activity, overall activity level and hydration, alerting associates when there is a meaningful deviation from the individual's norm, indicating possible health, safety and/or wellness issues without residents having to do or wear anything. The system utilizes small wireless motion sensors strategically placed throughout the apartment or home to capture and isolate key activity patterns.

In addition to learning each individual's daily routines, QuietCare can help identify potential medical emergencies, such as possible bathroom falls, and help staff prevent wandering, falling and other risk factors. Should any urgent situation or abnormal deviation from the norm occur, a red alert to check on the resident is immediately sent to staff via cell phone or pager.

QuietCare also provides online, near real time reports to associates that are insightful and actionable, with features such as exceptions reporting and historical trend analysis. The information and insight serves to connect associates to residents in a more individualized way, yet enables residents to have as much independence as is safe and possible.

The adoption of the QuietCare program at Harbor Chase of North Collier is the first for Harbor Retirement Associations, to be followed by Harbor Chase communities in Tamarac and Gainesville, Fla.

