

Case Study: Living Community of St. Joseph

Preventing Major Health Events in Independent Living Communities

The Living Community of St. Joseph is a premier retirement community offering a full continuum of exceptional living for seniors, who want to enjoy their highest level of health while making the most of their retirement. St. Joseph's is part of the Benedictine Health System (BHS), a Catholic, mission-directed, values-based health care system that owns and/or manages about 40 long-term care facilities of various types, including nursing homes, assisted living and independent senior housing options in seven states.

The Situation

St. Joseph's offers a successful wellness approach for its residents, which includes fitness and wellness programs as well as bi-monthly wellness checks for its residents. However, the independent living facility does not have in-house health care. So in 2009, St. Joseph's implemented the Connections365 kiosk as a daily extension of its wellness programs.

The Connections365 kiosk is a multi-user telehealth device that uses the latest technologies to monitor and help maintain the health of each enrolled resident, while providing a direct connection to a nurse via a built-in telephone. The kiosk monitors each enrolled resident's wellness information by gathering valuable information about health and vital signs, and delivering it to the C365 Health Monitoring Team, which can then recognize a change in a resident's condition and take appropriate action.

"Telemedicine and telehealth are becoming more and more important to our health care system as time goes on, so having the C365 kiosk is absolutely important in our facility, especially in our independent living community where we are not providing medical oversight with a nurse on board 24/7," said Peggy Evans, Assistant Administrator and Director of Residential Services at BHS.

The Results

Every resident of St. Joseph's has enrolled in the C365 telehealth program and uses the kiosk daily, weekly, or monthly, depending on their state of health. Evans noted that the kiosk has empowered residents to be active participants in their health. And it gives the residents' family members peace of mind knowing their parents have direct access with a nurse if they need it. But most importantly, it can and has prevented serious health events.

For one resident in particular, the C365 kiosk discovered a pattern of high blood pressure that if not taken care of could have lead serious health consequences. One of the C365 Health Monitoring Team nurses detected his high blood pressure ratings and ensured that he seek the care of a medical professional.

"With the C365 kiosk, residents are able to identify changes in their health and make an appointment with their doctors instead of waiting for a crisis or health issue that could have been prevented," Evans explained.

Because the C365 telehealth system intervened on what could have required him to move to an assisted living facility, the resident is able to continue living in the St. Joseph's community. He still uses the kiosk on a daily basis and takes the print out of his daily blood pressure levels to his physician.

"The C365 kiosk helps people become more health conscious and gives our residents empowerment over their health."

Peggy Evans, Benedictine Health System

Profile

The Living Community of St. Joseph is a St. Joseph, MO-based independent living facility with 49 apartments.

Situation

St. Joseph implemented the C365 Kiosk to monitor the health of all of their residents.

Results

By using the C365 Kiosk, one resident was able to identify a pattern of high blood pressure *before* it became a serious health issue, allowing him to remain in his current independent living environment.

Benefits

- Reduce preventative health complications without increasing or creating nursing services.
- Decrease unnecessary discharges
- Increase resident satisfaction
- Empower residents to become active participants in their own health care