

STAFF & RESIDENT ENGAGEMENT WITH TECHNOLOGY AND DATA

Forest Hills of DC (FHDC) has a 135+ year proven history of providing skilled care, assisted living and memory care for elders in Washington, D.C. Their mission is to continually grow as a supportive community that inspires and engages seniors and their caregivers, and they are working daily to achieve their vision of providing quality care and services for seniors and their families.

Tina Sandri, CEO of FHDC, is passionate about team resilience building¹. Having experienced firsthand the effect of the pandemic and the staffing crisis, she knows how mission critical these are for her business and the wellbeing of her teams and residents.

Beyond empowering the teams with the right tools at the right time, she is passionate about elevating the resident experience. Technology is an essential investment to support staff who are engaging residents each day: it empowers teams, allows them to focus on doing what they love and provides data and insights to improve engagement, clinical and business outcomes.

Tina acknowledges that the pandemic has led to a notable decrease in interested volunteers and the current staffing crisis poses an opportunity to evolve how we work to optimize resident well-being. Previous volunteers aren't interested in volunteering especially with requirements around vaccinations and PPE. And for older volunteers especially, they are choosing other, safer venues like cleaning up parks or working at a dog shelter. With fewer volunteers, staff feel more pressure to be around all the time, even managers and residents are noticing that there are fewer community volunteers to engage with. Linked Senior technology is helping us to supplement, optimize and support staff members during this time.

¹ <https://www.nytimes.com/2020/06/18/health/resilience-relationships-trauma.html>



“Our Activity Director, Miles Lee, and his team, now have more time to engage with residents because the Linked Senior technology decreases the amount of time needed to plan a program or doing internet research about topics of interest to residents. He isn't a yoga instructor, but thanks to the technology he can do that with residents with a degree of confidence. He also knows which resident to engage and how, and is empowered to work with our clinical and marketing team.”

Tina Sandri, CEO of Forest Hills of DC

“With Linked Senior, our work, including documentation, is easier. It’s versatile, with many resources you can use on the fly. My team and I spend less time planning, use less paper, and spend more time with residents – which is what we love to do.”

Miles Lee, Activity Director Forest Hills of DC

Miles Lee has been working in the field of activities and life enrichment for two years now. At FHDC, he works every day to ensure each residents’ quality of life is optimized, helps them remain active in the community and make sure they’re having fun. In addition to him, there are 3 full-time and 2 part-time staff members in the activities department. To better understand resident preferences, the team holds a town hall meeting once a month, and this information can then be used to match residents with Linked Senior programming that is most meaningful to them. It also allows his department to collaborate with clinical and support marketing and sales.

3+

DAYS SAVED

Linked Senior saved Forest Hills of DC 3+ days of staff time per month. These hours are reallocated to further resident engagement and team advancement.

5x

NATIONAL
AVERAGE

Forest Hills of DC is engaging residents at 5x the national average when it comes to minutes of per day.

91%

AGREE

91% of Linked Senior users believe that the product improves job satisfaction in their community.²

49

NET PROMOTER
SCORE

Linked Senior has a 49 Net Promoter Score from customers.

2 2022 Linked Senior Customer Survey



“During the COVID-19 pandemic lockdowns in the community, there was a resident who really wanted to continue her active lifestyle and that was hard during that time. With Linked Senior on all our tablets, we could come to her room and do work out videos together. It made her happy and fit, especially as she used to be a physical therapist, she loves to move!”

Miles Lee, Life Enrichment Coordinator

FOREST HILLS OF DC
INCLUSIVE SENIOR LIVING