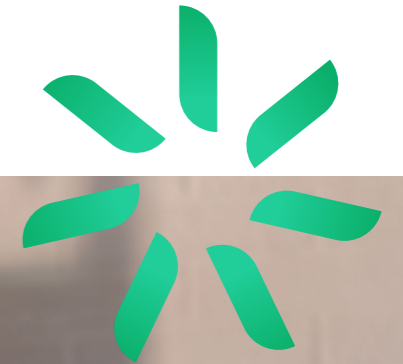


8

WAYS TO TRANSFORM SENIOR LIVING OPERATIONS: AN INTEGRATED APPROACH

See The Power Of The Yardi Senior Living Suite



STREAMLINE OPERATIONS WITH SENIOR LIVING TECHNOLOGY

Senior living operators know the advantages of streamlining: **reducing costs, increasing staff satisfaction and improving resident care.**

Technology can help you be more effective. But just adding more technology doesn't mean you're more efficient, especially if the technology isn't connected.

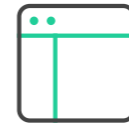
An integrated approach, with data centralized in one place and automated workflows, helps you:

- Lower operational expenses
- Minimize manual tasks for staff
- Ensure timely, accurate care for residents
- Improve communication and transparency

This leads to higher satisfaction among employees, as well as residents and their families. Additionally, integrated operations support **informed decision-making, scalability and innovation**, contributing to the success and sustainability of your community.

- 1 Unify community management
- 2 Optimize financial operations
- 3 Strengthen resident care
- 4 Automate routine tasks
- 5 Improve staff efficiency
- 6 Ensure compliance & reduce risk
- 7 Enhance resident & family engagement
- 8 Make data-driven decisions

Challenges with disparate systems



Navigating multiple platforms



Maintaining up-to-date records



Managing staff efficiently



Staying compliant with health and safety regulations



Handling high volumes of data



Ensuring timely maintenance

How does integrated software work?

Integrated solutions combine multiple functions and tools on a single platform. Disparate tools rarely communicate as efficiently, and they cost more.

Each module is designed to handle specific tasks but works in harmony with others. This holistic integration ensures that data flows smoothly across departments, enabling better decision-making, resident care and operational efficiency.



Our growth was dependent on how easily we were able to navigate the systems we use in our communities, as well as here in the central office. We understood **a more integrated solution was much better for us** so we weren't bouncing around to so many different places.



Quintin King

President, CEO and Principal
Brightwater Senior Living

1

UNIFY COMMUNITY MANAGEMENT

A unified community management solution helps operators **streamline resident management and accounting processes, gain executive oversight and enhance staff productivity.**

Start with essential tasks:

Use integrated software to consolidate resident occupancy and billing, maintenance management, payment processing and regulatory compliance tracking into a single cohesive platform.

Customize for your team's specific needs:

Integrate other essential components like customer relationship management and electronic health records.

Set your business apart:

Offer services including integrated resident and family portals, electronic medication management and home care management.

Stay ahead in the rapidly changing industry:

Integrate business intelligence, procurement and purchasing and more.

An integrated system consolidates all these levels of operations, eliminating the need for multiple disconnected systems and reducing both errors and redundancy.

2

OPTIMIZE FINANCIAL OPERATIONS

Financial management includes budgeting, forecasting, managing accounts payable and receivable, handling payroll and ensuring compliance with regulations. You want your community to remain financially healthy, invest in quality care and maintain transparency to stakeholders.

Automating billing, accounting and reporting enhances financial operations and reduces the risk of human error. Accounting tools make billing residents, collecting payments and reconciling accounts less time-consuming. Real-time data and customizable reports enable better decision-making. Automation frees up staff to focus on strategic planning and improving resident services.

With an integrated solution, team members work on these financial processes in one central location, ensuring accuracy and efficiency.

When you can see everything in one place, it's easier to allocate resources effectively and maintain transparency.

Features to look for



Complete general ledger



Resident billing and census



Document management



Payment processing



Maintenance management



Configurable reports

3

STRENGTHEN
RESIDENT CARE

Efficient care management helps improve resident satisfaction and optimize staff productivity. By using electronic health records (EHRs) and electronic medication administration records (eMARs), you can **streamline care delivery, enhance accuracy in medication administration** and **maintain up-to-date health information**, leading to better resident outcomes.

Integrated care solutions unite EHR and eMAR solutions on one platform. When care staff have real-time access to resident health data from secure partners, documentation takes less time. Then they can focus more on caring for residents.

75%

of providers say that
EHRs help them
deliver better care.

Source: [Office of the National Coordinator for Health IT](#)

4

A man with glasses and a blue shirt is sitting at a desk, smiling and pointing at a laptop screen. A woman in a maroon shirt is standing next to him, also smiling and looking at the screen. The background shows a modern office with large windows and indoor plants.

AUTOMATE ROUTINE TASKS

Automating routine tasks in communities enhances efficiency and improves care. Common tasks include managing resident billing and census records, processing payments, handling maintenance requests and documenting care services.

With integrated solutions, you can **view and track automated tasks in a centralized location**. Here are three examples:

- Customer relationship management (CRM) workflows automate communication with prospective residents throughout the move-in process
- Resident care level data automatically flows from EHR to resident billing
- Online portals, in an integrated solution, allows residents and families to submit payments online and communicate with staff

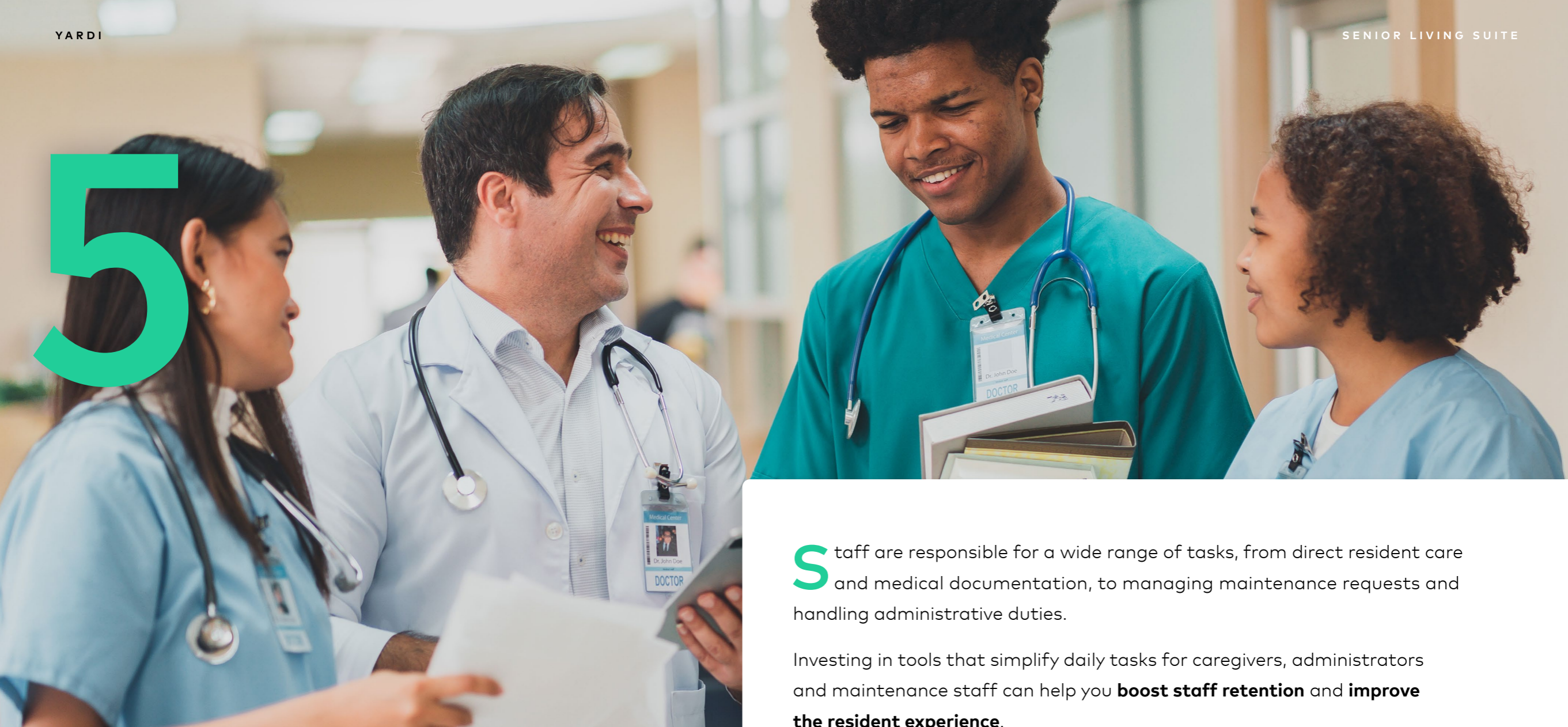


Having our CRM, Voyager and EHR systems all in sync with the same data **eliminates manual entry**, which is time wasted and error-prone.



Dan Poteet
Chief Information Officer
Westminster Village

5



IMPROVE STAFF EFFICIENCY

Staff are responsible for a wide range of tasks, from direct resident care and medical documentation, to managing maintenance requests and handling administrative duties.

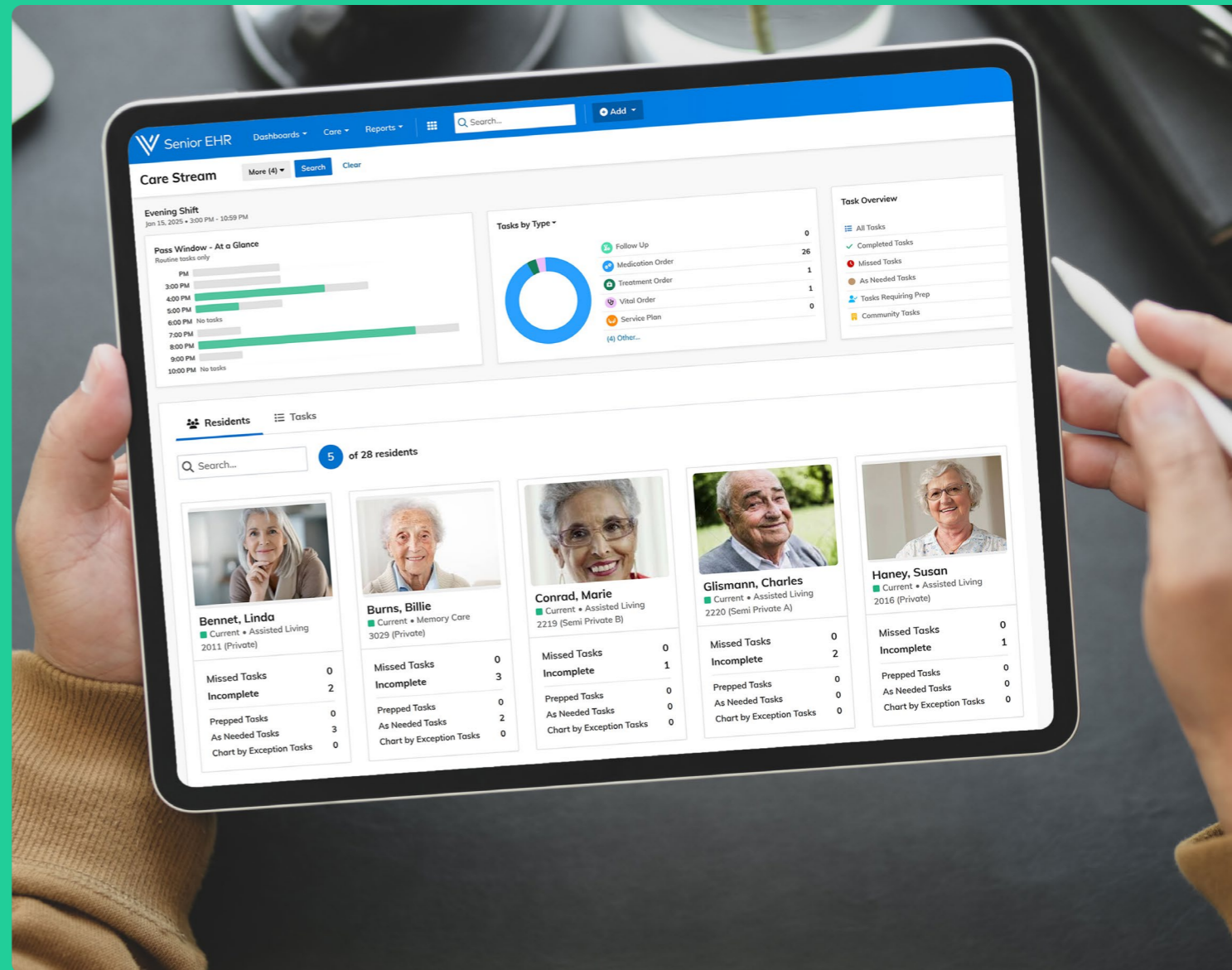
Investing in tools that simplify daily tasks for caregivers, administrators and maintenance staff can help you **boost staff retention** and **improve the resident experience**.

An integrated solution centralizes task management, so team members can easily track and prioritize responsibilities. This leads to more efficient workflows and reduced stress.

Bayshore HealthCare found that teams **complete tasks faster and more efficiently** after moving from paper processes to Yardi EHR. This includes assessments, shift transitions and chart work. Caregivers no longer need to source resident charts one by one or track down documents.



Yardi has **enhanced our interprofessional communication** by providing us with a single platform to document, monitor and coordinate our interventions and care plans.



Michael Peng
 Director of Data, Digital Health and Projects
 Bayshore HealthCare

6

ENSURE COMPLIANCE & REDUCE RISK

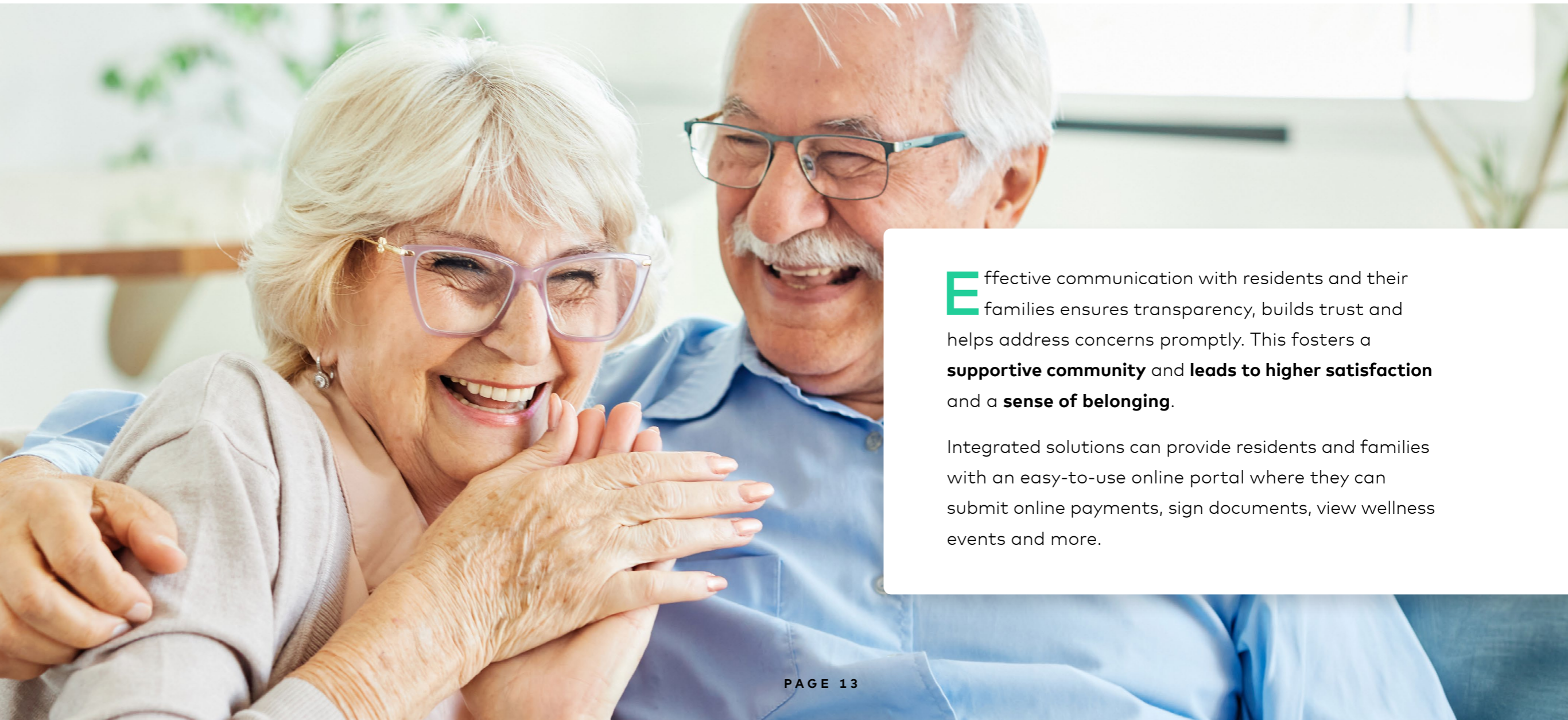
HIPAA and SOX regulations mandate accurate documentation, secure data handling and regular audits to as well as accurate financial reporting.

Integrated software solutions help maintain compliance by automating documentation and reporting processes in a central location, ensuring that all **records are accurate, up-to-date** and **easily accessible for audits**. When staff can monitor compliance in real time, the risk of errors and potential legal issues decline.

Brightwater Senior Living found that an integrated solution [makes remote audits and reviews easier](#). For example, EHR audits used to require someone traveling to review charts in person. But now with the Yardi Senior Living Suite, staff and leadership see everything electronically.

7

ENHANCE RESIDENT & FAMILY ENGAGEMENT



Effective communication with residents and their families ensures transparency, builds trust and helps address concerns promptly. This fosters a **supportive community** and **leads to higher satisfaction** and a **sense of belonging**.

Integrated solutions can provide residents and families with an easy-to-use online portal where they can submit online payments, sign documents, view wellness events and more.



Residents and their families have given us positive feedback about online payments, the activities calendar and the ability to get community information on their own.



Dan Poteet
Chief Information Officer
Westminster Village

8

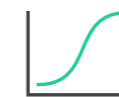
MAKE DATA-DRIVEN DECISIONS

To make informed decisions and drive strategic growth, operators need the right data. Business intelligence provides **real-time insights into key performance indicators (KPIs)** so you can identify trends and make data-driven decisions.

Integrated business intelligence solutions connect information collected across departments to present it in centralized data in centralized dashboards and reports, so you can monitor performance and identify areas for improvement.

If you want to increase occupancy, improve resident care or plan for sustainable growth, the right data helps you optimize operations, enhance service delivery and implement targeted marketing strategies.

Examples of KPIs include:



Occupancy rates



Revenue



Staffing needs

READY TO STREAMLINE YOUR OPERATIONS? START YOUR JOURNEY WITH YARDI



When you choose the Yardi Senior Living Suite, you access a complete toolkit built to meet the needs of senior living communities of all sizes:

- ✓ Community management and accounting
- ✓ Business intelligence and analytics
- ✓ Electronic health records
- ✓ Electronic medication management
- ✓ Customer relationship management
- ✓ Resident and family portals
- ✓ Wellness and activity monitoring
- ✓ Procurement and purchasing
- ✓ Staff learning management

In addition to centralizing everything you need on a single platform, our comprehensive technology is:

- ✓ HIPAA and SOX-compliant
- ✓ Built to support value-based care
- ✓ Recognized as a Forbes Cloud 100 provider
- ✓ Designed by a company with a 40-year track record and 20+ years of experience in the senior living industry

**Ready to transform your operations with one integrated approach?
Reach out to get started.**