

Survey Report:
**The State of Senior Living
Technology 2022**

Lifeline
Senior Living



SHN



Technology-Fueled Transformation Shaping the Future of Senior Living

The technology landscape continues to change rapidly on the heels of the COVID-19 pandemic, making technology challenges, investments and adaptations a focus for owners and operators in the years to come.

This year, Senior Housing News (SHN) conducted a survey in partnership with [Lifeline Senior Living](#) to learn how pandemic-driven technology trends are shaping the future of senior living. The results unearthed critical insights into the circumstances around technology implementation, along with the sentiments behind them.

Some of the results have been compared to the results from our 2020 technology survey to highlight some of the shifts taking place.

SHN is excited to share these survey results with you, and we hope they will facilitate more informed technology decisions that shape your business's tech success going forward.



Tim Regan
Editor, Senior Housing News



Executive Summary

The State of Senior Living Technology 2022

Results show the views of 247 senior living professionals polled about their thoughts on technology trends in the years ahead. The survey, conducted online between January 3, 2022, to February 22, 2022, asked about how companies are:

- Investing in technology for the years ahead
- Navigating barriers to technology implementation
- Utilizing technology to improve clinical and operational efficiency

The majority of respondents identified as C-suite executives, executive directors and VP/leadership roles with owners/operators and technology businesses of all sizes. Respondents also represent a balanced variety of care levels, with the most prominent being Assisted Living (78%), Independent Living (72%) and Memory Care (70%).

KEY TAKEAWAYS

As senior living organizations recover from the pandemic, technology will remain a key investment area.

Nearly 70% of respondents plan to increase their technology budget relative to 2021.

Nearly half of respondents do not currently have the technology or telecommunications infrastructure in place to implement new technology, and it will be an ongoing challenge.

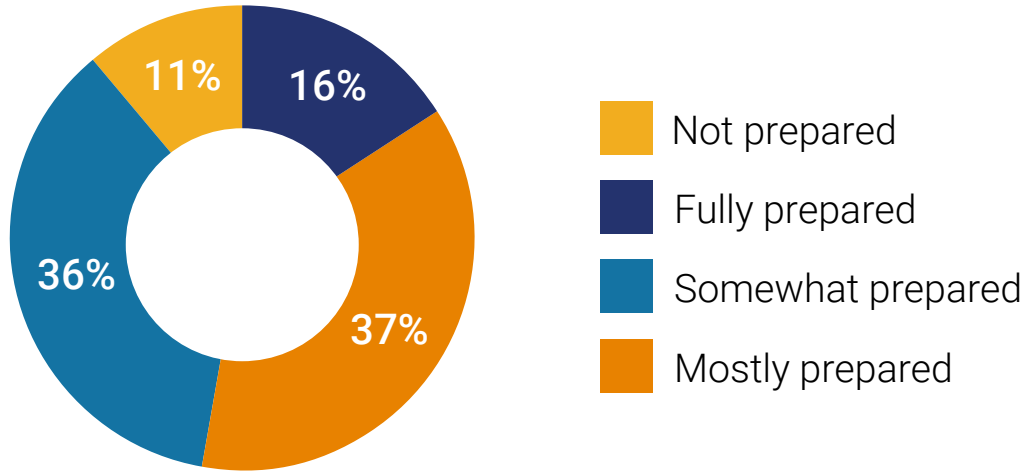
There are many barriers to technology implementation.

Cost, physical infrastructure and poor Wi-Fi are hindering the implementation of new technology. Additionally, pushback from key stakeholder groups is posing more challenges, with operators struggling to get buy-in from residents, financial partners and staff.

Most (68%) participant organizations do not currently utilize a cloud-based resident safety technology platform.

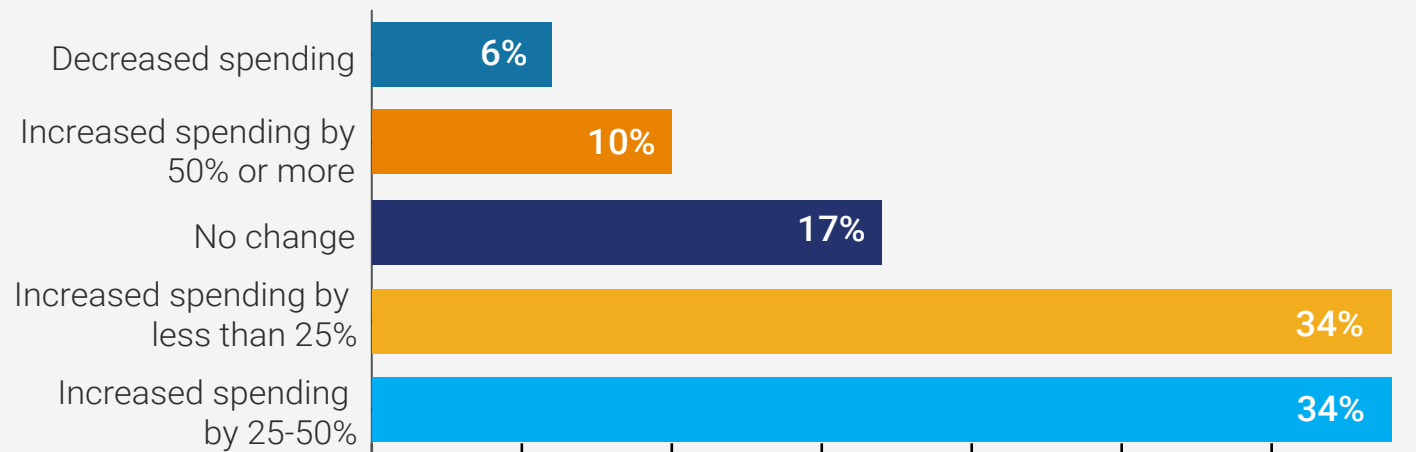
While most respondents agree that cloud-based resident safety platforms are more accessible than ever, many believe they raise privacy/data concerns. Thirty-three percent also believe they have a high price point.

From a technology standpoint, how prepared do you think your organization was to address the unique challenges of COVID-19?



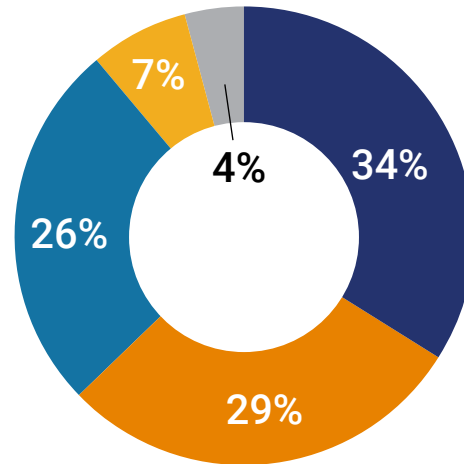
KEY TAKEAWAY:
Only 16% of respondents believe their organization was fully-prepared from a technology standpoint to address the unique challenges of COVID-19.

How did your organization adjust its technology spending during 2021?



KEY TAKEAWAY:
Seventy-eight percent of respondents reported their technology spending increased during 2021.

How is your organization adjusting its technology budget for 2022 relative to 2021?



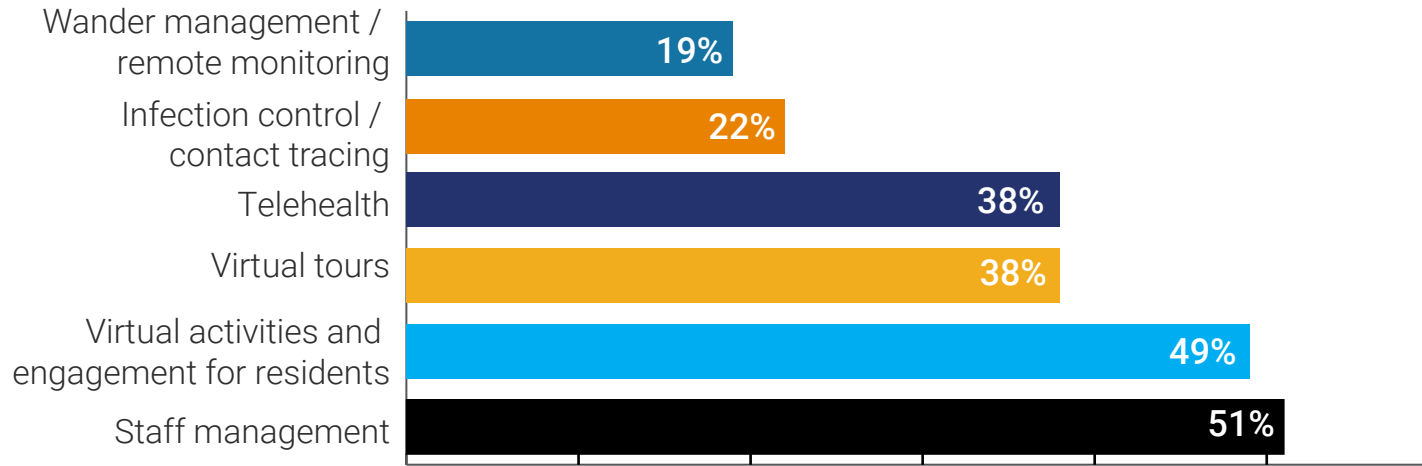
- Decreasing budget
- Increasing budget by 50% or more
- No change
- Increasing budget by 25-50%
- Increasing budget less than 25%



KEY TAKEAWAY:

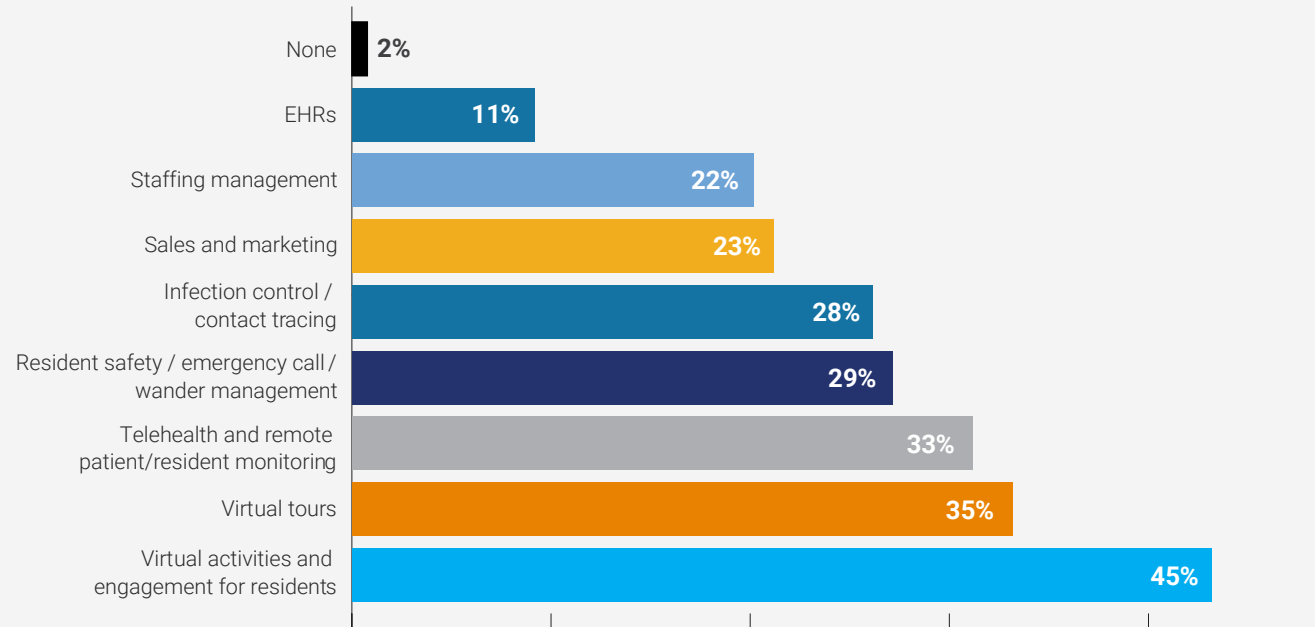
Technology spending is a priority among survey participants, with 70% planning to increase their technology budget relative to 2021.

In which of the following tech categories do you plan to increase your investment in 2022?



A look back at 2020 results:

In which of the following tech categories do you plan to increase your investment in 2021?

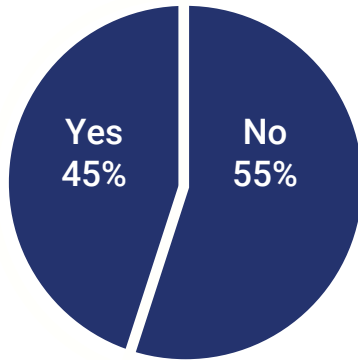


KEY TAKEAWAY:

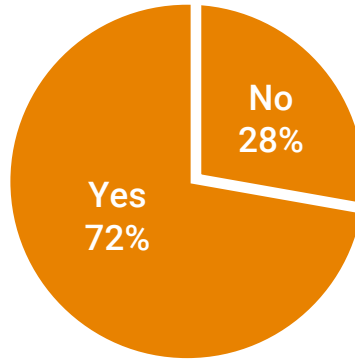
Staffing management (51%) is a significantly higher priority for technology spending today, versus industry response in 2020.

Does your organization face technology and telecommunications infrastructure challenges that are hindering your ability to implement technology currently?

2022:



2020:



KEY TAKEAWAY:

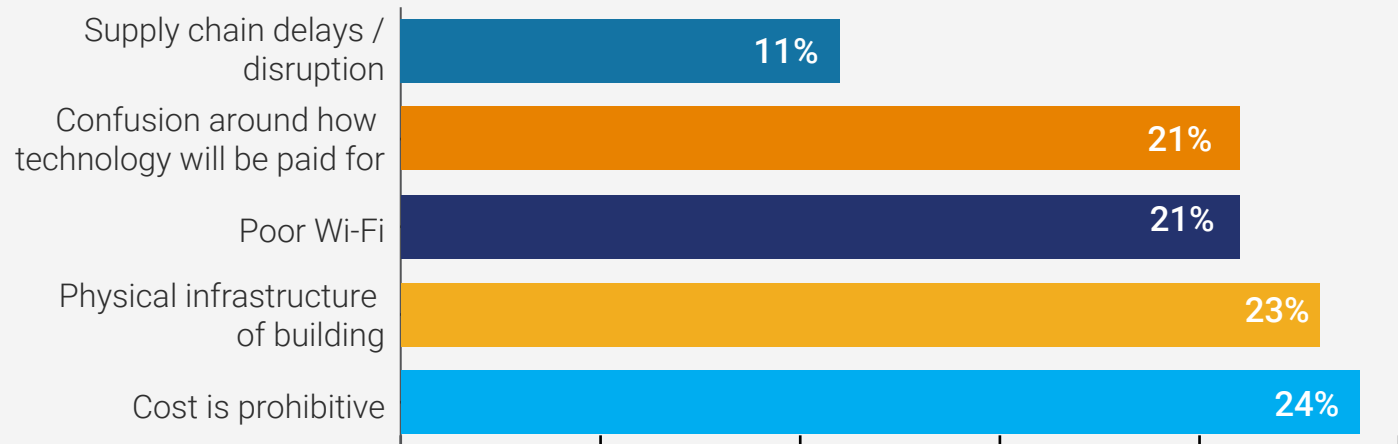
Nearly half of respondents do not currently have the technology or telecommunications infrastructure in place to implement new technology. This compares with 72% who reported having these infrastructure challenges in the 2020 survey.



KEY TAKEAWAY:

Among the organizations struggling to implement technology, participants cited cost (24%), physical infrastructure (23%) and poor Wi-Fi (21%) as the most common barriers.

What is the most pressing technology and telecommunications infrastructure challenge facing your organization that is hindering your ability to implement technology?

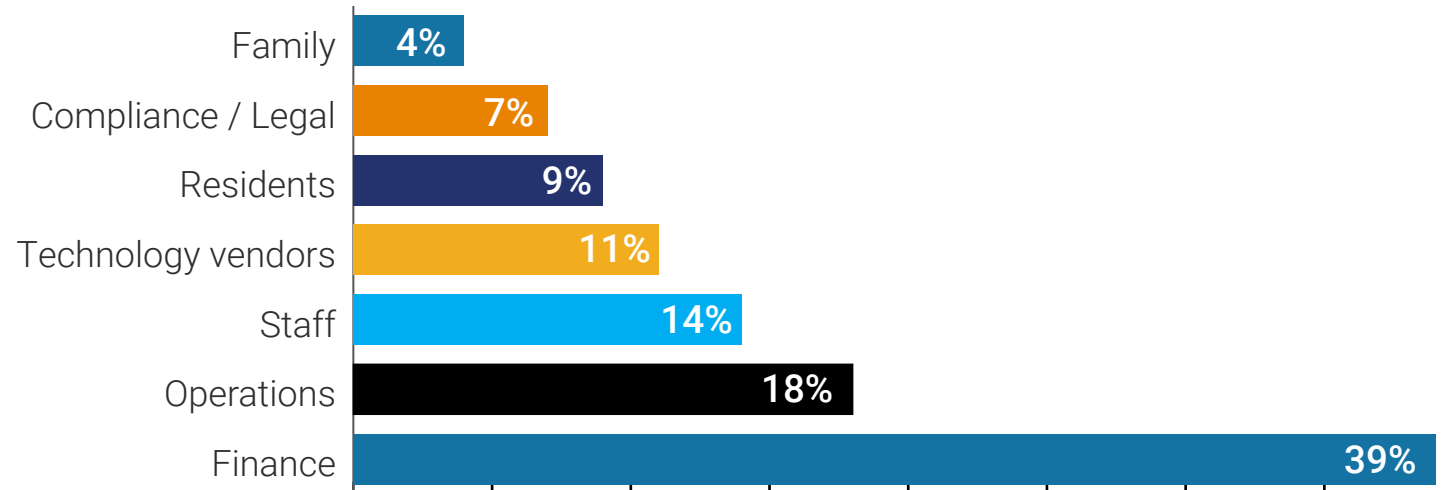


Has your organization invested in technology infrastructure as a direct result of the pandemic?

YES 61%

NO 39%

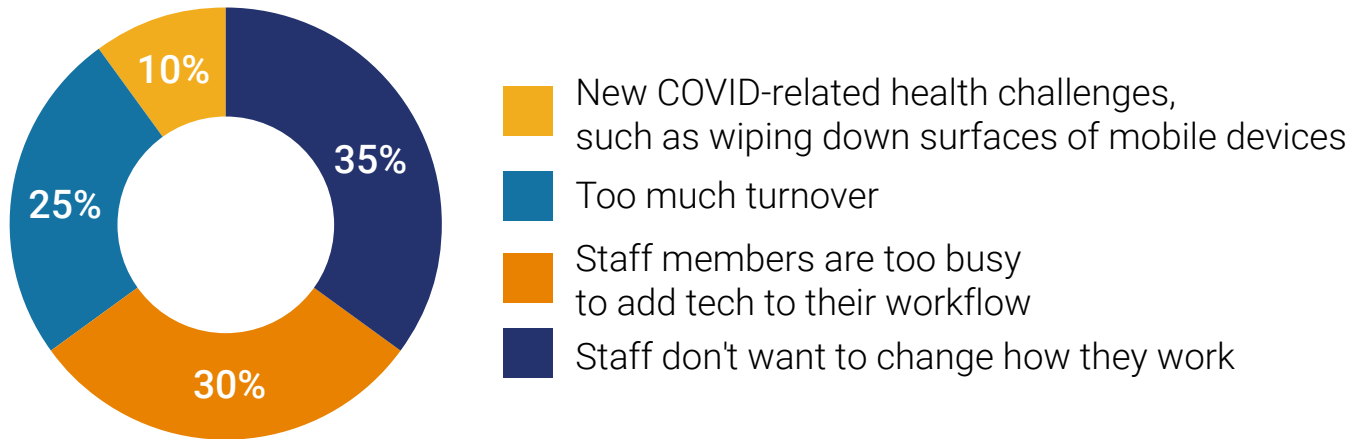
What stakeholder group is the biggest barrier to technology implementation or expansion in your community?



KEY TAKEAWAY:

Most respondents agree that financial stakeholders are the biggest barrier to technology implementation or community expansion.

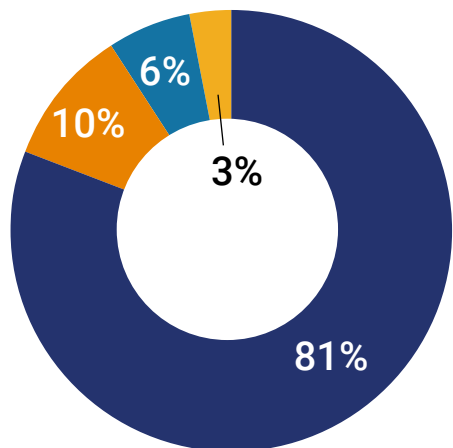
What is the biggest staffing-related impediment to technology implementation or expansion in your community?



KEY TAKEAWAY:

Among those respondents who reported staffing-related challenges to tech implementation, 35% percent reported staff don't want to change how they work. Workload impediments (30%) are drastically improving compared to 2020 (51%), but they are still creating challenges for technology implementation today.

What is the biggest reason residents push back on technology implementation or expansion in your community?



- They don't believe the technology adequately addresses their health needs
- They simply won't participate
- They are concerned about their privacy
- They are confused or intimidated by the technology

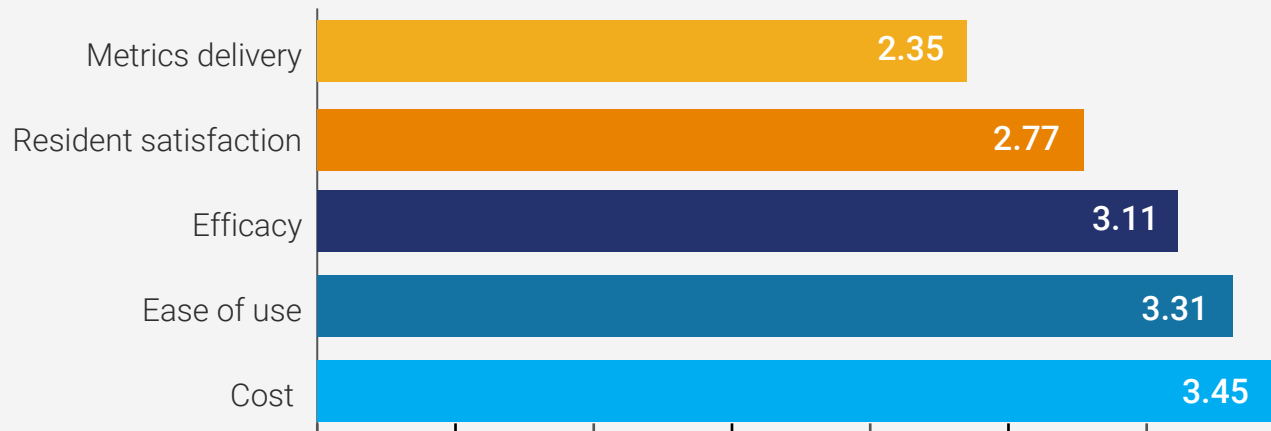
KEY TAKEAWAY:

Among those who reported resident resistance to tech implementation, 81% believe it is because they are confused or intimidated by the technology.

Rank the following in terms of priority when considering new resident safety technologies:

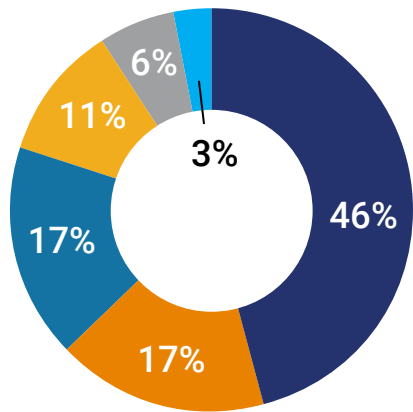
KEY TAKEAWAY:

Cost, along with ease of use and efficacy, are the top 3 priorities when considering new resident safety technologies.



Scores were calculated using a weighted average based on a scale of 1-5 (1 being the highest and 5 being the lowest).

What is the most important element of a fall prevention tech platform?



- Cloud based
- Easy to recharge
- Wrist worn wearable and Neck worn wearable
- Tech is passive (i.e. not wearable)
- Discretely wearable
- Proven outcomes / data

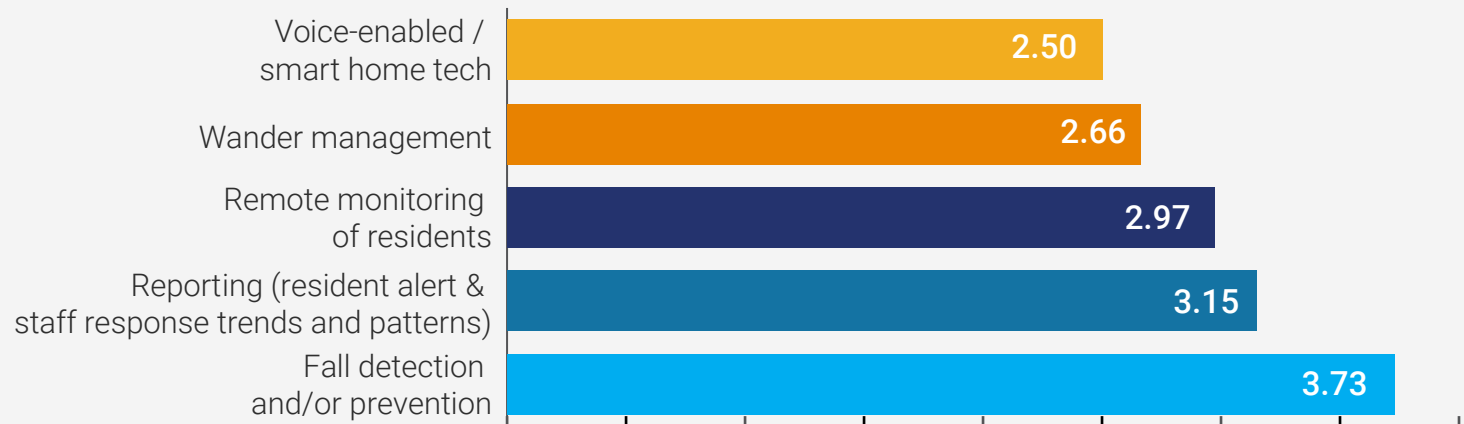
KEY TAKEAWAY:

Nearly half of respondents cited proven outcomes / data as the most important element of a fall prevention tech platform.

Rank the following in terms of importance to your organization's operations:

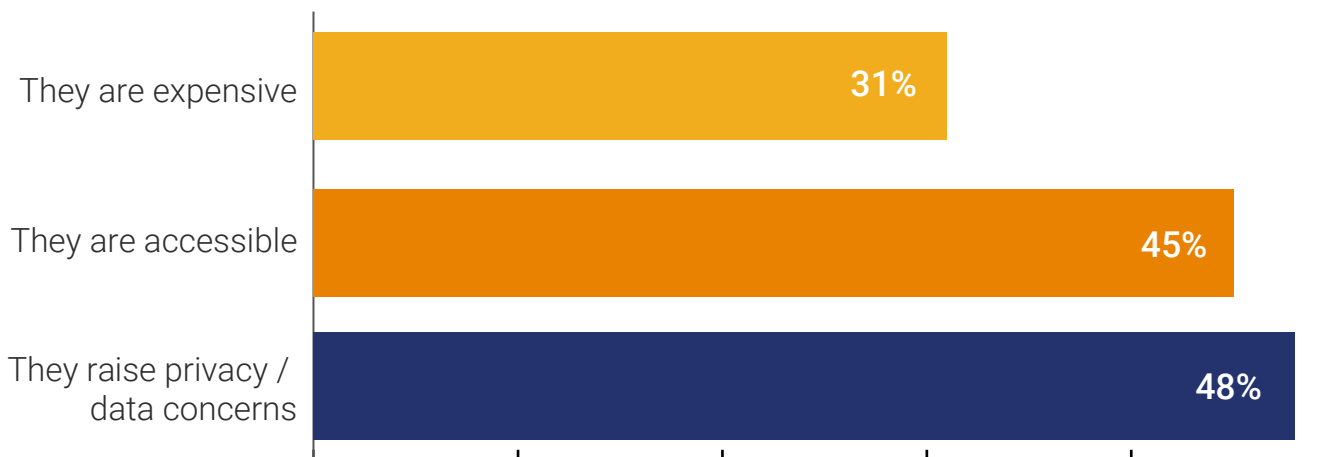
KEY TAKEAWAY:

Fall detection and/or prevention, reporting and remote monitoring are the 3 most important operational components among participant organizations.



Scores were calculated using a weighted average based on a scale of 1-5 (1 being the highest and 5 being the lowest).

Which one of the following statements describes your sentiment toward cloud-based resident safety technology platforms (select all that apply):



KEY TAKEAWAY:

While most respondents agree that cloud-based resident safety platforms are more accessible than ever, nearly half believe they raise privacy/data concerns.

Does your organization currently utilize any cloud-based resident safety technology platforms?

YES 32%

NO 68%

Contact

To learn more about how your community can benefit from advanced resident safety solutions or to schedule an online product demo, [contact Lifeline Senior Living](#).

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