



Case Study

How Sage Detect Transformed Fall Management at CountryHouse Omaha





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At a Glance

Community:
CountryHouse Omaha

Timeframe:
Five months post-implementation

Platform:
Sage Detect integrated with Sage Core nurse call system

Key Results

Faster response times

55%

Fewer falls

50%

Fewer fall-related hospitalizations

75%

Overview

Falls are among the most frequent and costly incidents in senior living accounting for over **40% of closed claims** and costing enterprise communities an average of **\$712,000 per year**.

At CountryHouse Omaha, part of the Agemark family of senior living communities, leadership recognized that traditional, reactive systems weren't enough. Too many falls went unwitnessed, response times lagged, and follow-up care often lacked context. The result: higher risk for residents and greater liability for operators.

To close this gap, the community implemented Sage Detect, an AI-powered fall management system fully integrated into the Sage Core nurse call workflow. Within five months, the results were clear—faster response times, fewer incidents, fewer hospitalizations, and stronger resident outcomes.



After the resounding success of Sage Detect at CountryHouse Omaha, Agemark rolled it out across 20 additional communities.

“With Sage Detect rolling out across our communities, we’re giving caregivers a new level of visibility and control that directly supports resident safety and dignity. Expanding this innovation to most of our communities reflects our commitment to keeping residents safe, connected, and thriving.”

Michael Pittore
Co-CEO, Agemark Senior Living



From Challenges to Solutions

Limited visibility → Operational and clinical insight

! Challenge

Before implementing Sage Detect, team members often lacked immediate visibility into fall events, making it harder to understand what happened in real time and respond as quickly as they wanted to.

✓ Solution

Sage Detect's in-app replay, paired with the Sage Insight analytics platform, gave the community a clear window into what actually happened during a fall. Teams were able to review each incident in context—identifying contributing factors, performing root cause analysis, and implementing targeted improvements such as care plan updates, staff retraining, or room adjustments.

Reactive response model → Data-driven response optimization

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Without real-time alerts, team members often discovered incidents too late—prolonging “time on the ground” and increasing complications such as dehydration or pressure injuries.

✓ Solution

At CountryHouse Omaha, response times improved by **55%**, with caregivers reaching residents in just **6.6 minutes**—down from nearly **15 minutes** before Sage Detect. This speed led to measurable impact: fewer injuries, fewer hospitalizations, and better resident outcomes overall.

Fragmented workflows → AI-powered fall detection, seamlessly integrated

! Challenge

Because fall management lived outside the nurse call system, caregivers had to juggle multiple tools and processes, slowing communication and delaying response.

✓ Solution

With Sage Detect built directly into the nurse call workflow, team members didn't need to learn a new system or juggle multiple tools. Alerts were appearing in the same platform the caregivers used every day—driving faster adoption and immediate, coordinated responses without disruption.



Key Takeaway

By connecting visual evidence with actionable analytics, Sage Detect turns every incident into an opportunity for prevention—helping communities continuously strengthen safety, confidence, and quality of care.

With objective evidence and reliable data, clinical leaders can make confident, timely decisions about whether a resident truly needs hospital care—reducing unnecessary transfers while ensuring escalation when it matters most.

“[Resident Name] had experienced a few falls, and through reviewing the fall-detection footage, we noticed that the foot pedals on her wheelchair were making her uncomfortable and prompting her to stand before she was safely ready. After dinner, our team now helps her transfer to a comfortable recliner where she can relax and unwind with one of her favorite shows. Since making this small, personalized change, she hasn’t had another fall. This kind of insight is possible thanks to the video technology that helps us better understand and support each resident.”

Trisha Riddle

Executive Director, CountryHouse Omaha

Why Integration Matters

The results from CountryHouse Omaha highlight the power of a unified system.

By combining Sage Detect’s AI-powered visibility with Sage Core’s reliable nurse call infrastructure, caregivers can move seamlessly from detection to action—closing the loop between safety, response, and follow-up.

At CountryHouse Omaha, Sage’s solutions didn’t just enhance resident outcomes, they also strengthened team confidence and family trust.





When every second counts, integration matters.

CountryHouse Omaha shows what's possible when AI is seamlessly integrated into everyday workflows. But the impact doesn't end there.

Conclusion

The success at CountryHouse Omaha shows what's possible when an all-in-one platform, leveraging AI, brings the human side of care to the next level.

By layering Sage Detect onto its existing Sage system, the community transformed its approach to fall management—accelerating adoption, improving response, and reducing both the frequency and severity of incidents.

With Sage, communities gain more than fall detection. They gain clarity, confidence, and peace of mind for everyone who cares.

What's Next

Sage Detect brings real-time visibility and objective data to one of the most complex and costly challenges in senior care: falls.

Whether a community or enterprise is building a fall program from scratch or enhancing an existing one, Sage's Clinical and Success teams partner with leaders to embed Sage Detect into established protocols and daily routines—transforming how communities respond to, learn from, and ultimately reduce falls.

The **Sage Fall Dashboard** helps clinical and operational leaders focus on what matters most, surfacing trends in timing, frequency, response, and recurrence. With clear insight into patterns and performance, teams can prioritize the actions that deliver the greatest safety and operational impact across their portfolio.

See how faster insight and smarter response starts with Sage Detect.

Book a demo now

