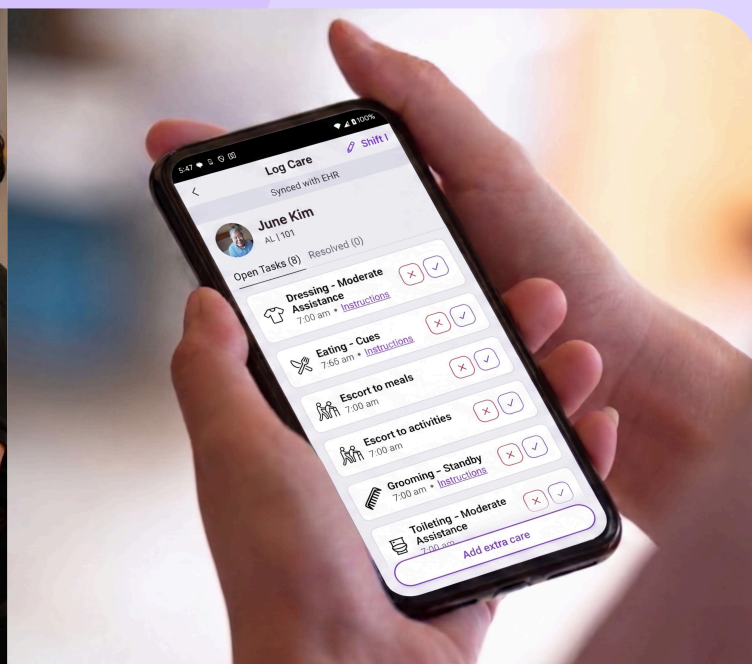


How Highgate Senior Living Improved Documentation and Care Visibility with Tasking

A bi-directional integration between ALIS and Sage increased Highgate's documentation compliance to 96.3% and created a more complete picture of care.



Executive Summary

Senior living operators have more data than ever before. Yet many still struggle with a fundamental challenge: connecting care plans to the care that is actually delivered.

Historically, fragmented workflows made it difficult to capture both planned and unplanned care, creating workflow burdens for caregivers and visibility gaps for leaders. Care plans live in the electronic health record (EHR), while call lights, resident requests, wellness checks, and countless daily interactions happen elsewhere. Caregivers are often left navigating multiple workflows, while leaders lack a complete view of resident care.

Highgate Senior Living set out to change that.

As an early adopter of Sage's Tasking solution, Highgate became one of the first senior living operators to connect planned care in the ALIS EHR with real-time care delivery in Sage through a bi-directional integration.

The results have been significant.

Results at a Glance

Key Metrics

96.3% Documentation compliance increased from 92.4%

97.8% Planned task documentation completed directly in Sage

92.1% Tasks documented during the shift (instead of after)

4.8/5 Caregiver satisfaction with documentation workflow

A Complete Picture of Care

- Visibility into both planned and unplanned care activities
- Better understanding of actual caregiver workload

Improved Caregiver Workflows

- Less switching between systems
- Faster access to resident information
- More time spent with residents

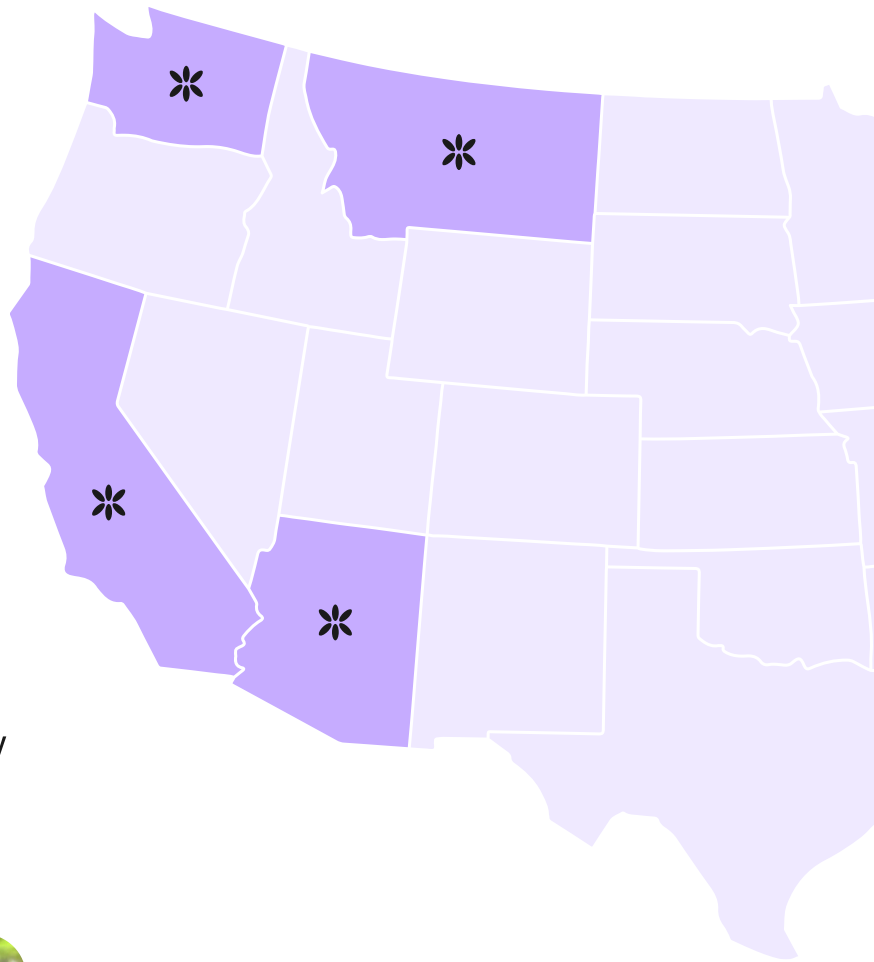
Stronger Operational Decision-Making

- Better level-of-care assessments
- Improved family conversations
- Greater confidence in care delivery data

About Highgate Senior Living

Highgate Senior Living operates communities across the western United States, providing assisted living, memory care, and independent living services.

As resident acuity continues to increase and workforce pressures challenge providers across the industry, Highgate has remained focused on finding technology solutions that improve care delivery without adding complexity for frontline teams.



The partnership between Sage and Highgate started in May, 2024, when Sage's care app and nurse call system was piloted in one community. The number of Highgate communities using Sage is now six, and continuing to grow.

The organization has long recognized that caregivers should spend their time caring for residents; not navigating technology. And it was that philosophy that made Highgate an ideal partner for piloting Tasking.

Planned Care and Real-Time Care Have Never Been Connected

Every senior living community manages two different types of care.

The first is **planned care**.

These are the scheduled tasks documented in resident care plans—assistance with bathing, medication reminders, wellness checks, transfers, and other activities that define a resident's expected level of support.

The second is **unplanned care**, including resident requests, call light responses, unexpected needs, and countless interactions that occur throughout a caregiver's shift.

Both are essential to understand true care needs. But for too long, senior living communities have operated across fragmented systems, which has resulted in fragmented workflows for caregivers and incomplete visibility for leaders.

Before implementing Tasking, Highgate faced many of these same challenges.

For Highgate, care plans lived within ALIS. But caregivers also used Sage throughout the day to manage alerts and resident interactions. While both systems contained critical information, they were not part of a single workflow.

Caregivers frequently moved between systems. Documentation often happened later in the day. Leaders could see pieces of the care journey but lacked a complete view of what was happening with residents.

The technology was all there. The problem was that it wasn't connected.



We needed to make sure that the clinical teams were not running to three different places. And that it wouldn't be a disaster if we lost a piece of paper.

Marcie N. Suppé

RN, Director of Resident Services,
Highgate Senior Living

Highgate knew that improving care delivery required simplifying how caregivers work.

Because **the less time caregivers can spend documenting care, the more time they can spend delivering it.**

At the same time, leaders wanted better visibility into what was actually happening throughout the community.

To achieve both goals, Highgate partnered with Sage to implement Tasking.

Connecting ALIS and Sage Through Tasking

Tasking bridges the gap between planned care and real-time care delivery.

Through a bi-directional integration with ALIS, resident care plans automatically flow into Sage as scheduled tasks.

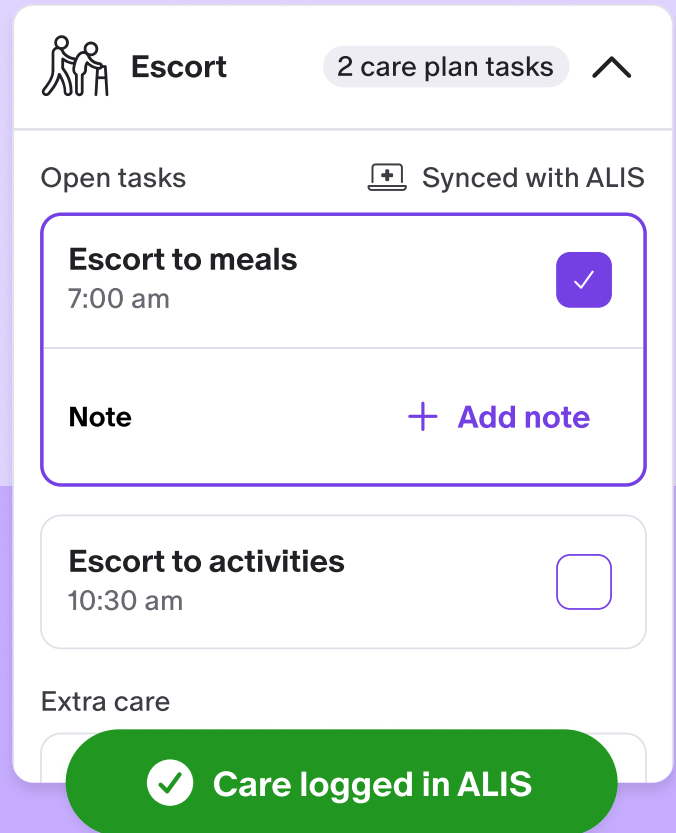
Caregivers can view, complete, and document those tasks within the same workflow they already use throughout the day.

When care is completed, documentation flows back into ALIS automatically.

Instead of moving between multiple systems, caregivers work from a single source of truth.

The impact extends beyond documentation. Tasking creates a unified view of both planned and unplanned care activities, allowing leaders to understand not only what care was scheduled, but what care was actually delivered.

By eliminating unnecessary steps and reducing workflow friction, Tasking helps caregivers stay focused on residents rather than technology.



It condenses everything. Instead of a care partner running around with pieces of paper, they have everything at their fingertips. All the tools they need... the resident's life story... contact information for family members. It's all right there for them now.

Joanna Geer
Resident Care Coordinator,
Highgate Senior Living

Results

Highgate is already seeing numerous improvements since Tasking was implemented, with many more related to improved patient outcomes expected to follow.

Caregiver Feedback

Excellent

4.8/5

Average caregiver satisfaction with documenting care in Sage

4.8/5

Average caregiver rating for ease of documenting care in Sage



Results

1

More compliant and timely documentation

The impact of Tasking goes beyond compliance rates alone. Since implementation, Highgate has documented 17,689 planned care tasks through the platform, with **documentation rates increasing from 92.4% to 96.3%**.

Just as significant is where documentation is occurring. Today, **97.8% of planned task documentation is completed directly within Sage**.

Documentation is also happening closer to the point of care. **More than 92% of planned tasks are documented during the first or second half of a caregiver's shift**, while only 2.6% are documented after the shift has ended.

This shift from retrospective charting to real-time documentation improves both the accuracy and reliability of resident records while providing leaders with greater confidence in the data used to make operational and clinical decisions.



Now with Tasking, we can see the actual amount of work that the care partners are doing.

Joanna Geer

Resident Care Coordinator, Highgate Senior Living

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A more complete picture of care

Improved documentation unlocked something just as valuable as efficiency. It's **visibility**.

In the first few months of using Tasking, Highgate tracked an average of 734 documented care events per day, including 376 planned care activities and 358 unplanned care interactions.

Across 70 residents and 26 distinct care categories—from toileting and grooming to escort assistance and fall interventions—Tasking provided visibility into the full scope of care being delivered throughout the community.

With the information available through Sage Insight, leaders can now better understand how more than 80 caregivers spend their time, identify emerging resident needs, and evaluate operational performance using objective care data rather than anecdotal observations.

This includes planned care, completed care, resident requests, alerts, and other support provided throughout the day.

This visibility provides a clearer understanding of caregiver workload, resident needs, and operational performance than ever before.

It also helps leadership identify patterns that would have previously gone unnoticed.

Residents who consistently require additional support can now be identified through data rather than anecdotal observations alone.

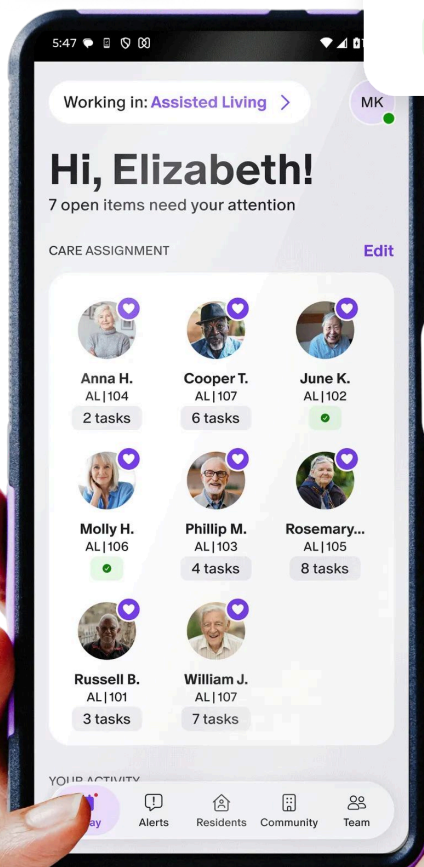
Results



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Better data for level-of-care decisions

One of the most valuable applications of this new visibility is level-of-care assessment.

Historically, Sage helped communities identify changing resident needs by analyzing patterns in unplanned care, such as call light activity, response requests, and other resident interactions. These insights often provided new insight on residents who were receiving more support than their current care plan reflected.

With Tasking, those insights become even more powerful.

In the few months after Tasking was implemented, Highgate residents received an average of nearly 500 documented care interactions each. By combining this volume of planned and unplanned care activity into a single record, Highgate leadership has been able to more accurately identify residents whose actual support needs differ from their documented level of care.

These insights help care teams make more informed recommendations while ensuring residents receive the support they need as their needs evolve.

Results

4

Stronger conversations with families

In addition to supporting internal operations, Tasking also helps build trust with families.

When concerns arise, Highgate teams can now access detailed records showing what care was delivered, who provided it, and when it occurred.



Tasking has helped significantly with family conversations. Now, we can go back and answer historically about who was there, who did what on what day, and what was going on with their loved one that day.

Marcie N. Suppé
Resident Care Coordinator,
Highgate Senior Living

Rather than relying on memory or fragmented records, teams can reference accurate care histories that support transparent conversations.

5

More time for residents

While documentation and visibility improvements are important, Highgate believes the greatest benefit may be what caregivers gain back: time.

Every duplicate workflow, paper process, and disconnected system takes attention away from residents.

Tasking helps eliminate that burden.

For Highgate, technology succeeds when it disappears into the background and allows caregivers to focus on the people they serve.

And Tasking is helping make that possible.



Looking Ahead

The early results of Tasking have already demonstrated meaningful value for caregivers, community leaders, and the organization as a whole. And there's likely many more positive outcomes to come.

Since implementing Tasking, Highgate has improved documentation compliance, gained greater visibility into both planned and unplanned care, strengthened level-of-care assessments, and simplified daily workflows for frontline caregivers. But perhaps most telling is what happened after the pilot. Tasking was initially introduced in a limited number of communities as Highgate evaluated its impact. The results were strong enough that the solution was expanded to additional communities across its portfolio.

For Highgate, the value of Tasking extends beyond documentation. By connecting care plans in ALIS with real-time care delivery in Sage, the organization can finally see both what care was planned and what care was actually delivered. That complete picture of care creates new opportunities to improve staffing decisions, identify changing resident needs earlier, and better support both caregivers and residents.

For an industry that has long operated with fragmented systems and incomplete visibility, Highgate's experience with Tasking demonstrates the value of connecting planned care, care delivery, and documentation into a single workflow. The success of the initial pilot reflects the confidence Highgate has gained in both the technology and the results.



Better documentation

Leads to



Better data

Leads to



Better visibility

Leads to



Better decisions

Leads to



Improved resident and caregiver experiences

About ALIS



ALIS (Assisted Living's Intelligent Solutions) is the leading all-in-one clinical and operations software for senior living. ALIS consolidates CRM, clinical, billing, eMAR, BI, and AI into a single platform to drive operational efficiency, better care outcomes, and scalable growth. To learn more, visit go-alis.com.

