

How Sage and EmpowerMe Wellness[®] Are Closing the Gap Between Resident Need and Clinical Action



Introduction

Senior living communities are caring for residents with increasingly complex needs while navigating growing workforce pressures and rising clinical demands.

Meeting those challenges requires more than great caregivers. It requires strong collaboration among every member of the resident care team.

That's why Sage and EmpowerMe Wellness partnered to create a more connected approach to resident care.

By providing EmpowerMe with access to resident insights through Sage, communities can now connect clinical data, clinical and wellness services, and care delivery in ways that were previously difficult or impossible. The result is earlier identification of resident who may benefit from additional support, more proactive interventions, and stronger collaboration between community teams and clinical partners.

For operators, the partnership creates additional value from data that already exists within Sage. For EmpowerMe, it enables a more proactive care model. And for residents, it helps ensure changing needs are identified and addressed sooner.



About the Partnership



Sage helps senior living operators capture and understand what’s happening across their communities through real-time care data, caregiver activity, resident interactions, and clinical insights.

EmpowerMe Wellness provides integrated therapy, wellness, medical support, and pharmacy services designed to help older adults maintain independence and age in place.

Together, the two organizations recognized an opportunity: what if the clinical insights already available within Sage could help EmpowerMe identify residents who may benefit from additional support before concerns become more serious?

The answer was a partnership focused on one shared goal: improving resident outcomes through better information.

As part of the collaboration, EmpowerMe was given access to select resident and community data through Sage Insight at participating communities, creating a new level of visibility into resident activity and support needs.

THE CHALLENGE



When we partnered with some communities before Sage, it was extremely hard to get information about the residents who lived there. Even something as simple as understanding the census or learning what support residents were receiving could be difficult. We often had to rely on morning huddles or staff availability to get the information we needed.

Amanda Nuesse
Clinical Consultant,
EmpowerMe Wellness

Important Information Was Difficult to Access

Like many onsite clinical providers, EmpowerMe's ability to proactively engage residents traditionally depended on communication from community staff.

Information about resident status, changes in condition, activities of daily living (ADLs), admissions, discharges, and care needs often required direct conversations, attendance at community meetings, or access to systems that were not always available.

While these communication processes were effective, they were also time consuming and dependent on staff availability.

"Our model is really focused on creating as integrated a team as possible," said Dan Spears, Vice President of Integrated Solutions at EmpowerMe Wellness. "Often, senior living demands all of that integration to happen through one-to-one communication, when we know things are happening in the community that we're not always aware of."

Without timely access to resident information, opportunities for earlier intervention were being missed.

THE SOLUTION



Walter Simmons

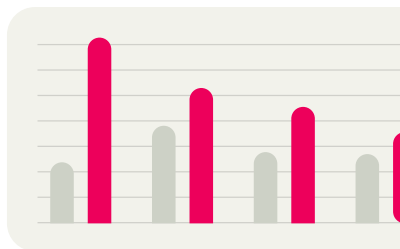
Top Priority

Care Events by Outcomes Comparison

65 +30%

Total Alerts

Review Level of Care



Escort Transfer Dressing Eatin

Now we're able to look at activities of daily living and see how much staff are interacting with residents. We're able to see things we simply couldn't see before. To be able to understand a resident's day-to-day experience is amazing.

Amanda Nuesse

Clinical Consultant,
EmpowerMe Wellness

Turning Community Data Into Actionable Clinical Insight

The partnership between Sage and EmpowerMe created a new workflow built around visibility and collaboration.

Through access to Sage Insight, EmpowerMe teams can now view key resident information, including activities of daily living, caregiver interactions, and other indicators that help create a more complete picture of resident needs.

Rather than relying exclusively on oral communication, EmpowerMe clinicians can proactively identify residents who may benefit from clinical or wellness support and engage communities sooner.

For EmpowerMe's Nurse Navigators and onsite clinical teams, the impact has been significant.

The result is a more complete, data-informed understanding of resident needs and opportunities for intervention.

Earlier Visibility Leads to Earlier Intervention

For EmpowerMe, proactive care depends on recognizing changes before they become larger clinical concerns.

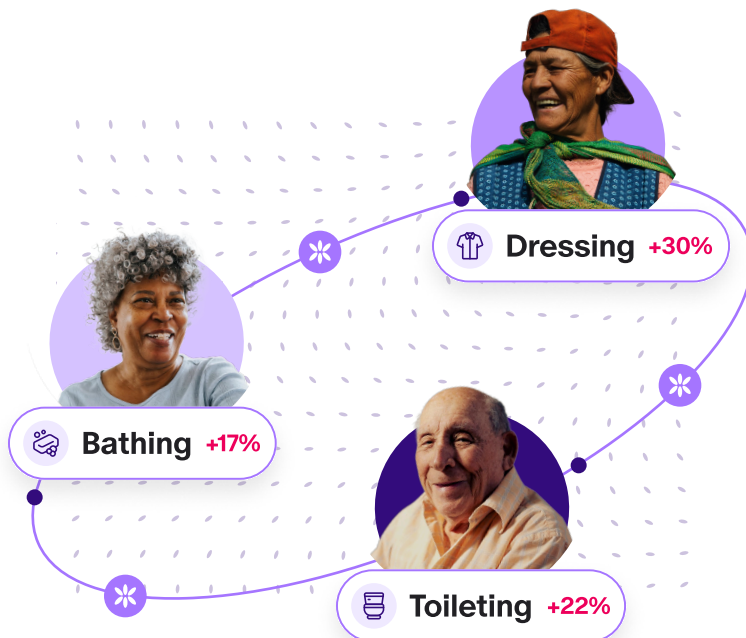
Access to Sage data has helped create new opportunities to do exactly that.

During pilot implementations, EmpowerMe teams were able to identify residents who were not receiving therapy services but demonstrated indicators suggesting additional support may be beneficial.

“We were able to get some residents on therapy that we weren’t aware of previously,” said Nuesse. “Those were huge wins for the communities we worked with.”

The additional visibility allows clinicians to move beyond relying solely on resident self-reporting or occasional staff conversations.

“Instead of just relying on a patient to tell us how they’re doing, we’re able to see a much more complete picture and tailor therapy accordingly,” Nuesse explained.



According to EmpowerMe, the pilot communities demonstrated some of the strongest performance the organization had seen in key engagement metrics over a 12-month period.

During the pilot, communities utilizing Sage integration saw proactive resident screens **increase by nearly 47%** in the first month of full implementation, reflecting what becomes possible when clinical teams are no longer waiting on manual communication to identify residents who may need support. Overall participation in EmpowerMe Wellness’ model also saw a positive uptick during this same period.

The initial indicators are promising and EmpowerMe and Sage are committed to continuing this work to further validate the impact of earlier visibility on resident outcomes.

Creating More Value for Communities

The benefits extend beyond clinical teams.

Community leaders gain a more integrated clinical partner that can engage residents proactively, while caregivers spend less time answering routine information requests and tracking down resident details.

For clinical directors, access to resident activity data has been especially valuable.

“We believe the best time to address a health issue is before it becomes a crisis. Through our partnership with Sage, our clinical teams now have the data visibility they need to act early—whether that means a therapy intervention to prevent a fall, a care coordinator reaching out about a change in condition, or a provider addressing an emerging medical concern before it leads to a hospitalization. This is what proactive, person-centered senior care looks like.”

Julia Baechle

VP of Clinical Quality and Support,
EmpowerMe Wellness

This partnership is supporting a broader industry shift toward greater collaboration between senior living operators and healthcare providers.



Senior housing is being asked to do more healthcare than ever before. Making sure all of your strategic partners are collaborating well together is going to be increasingly important. This partnership is at the forefront of that collaboration.

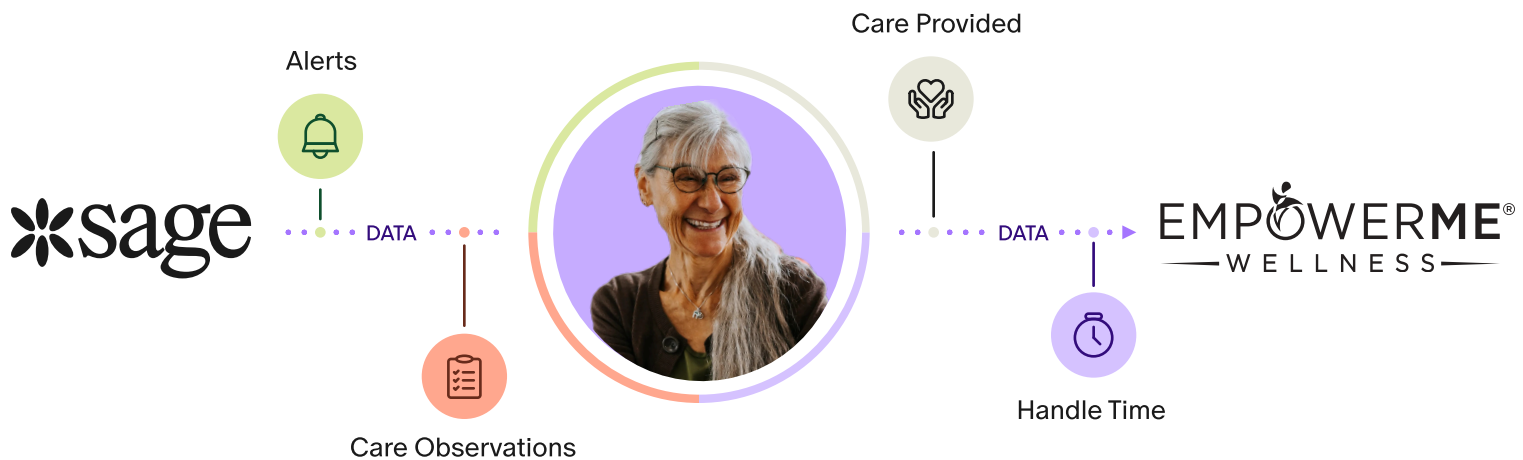
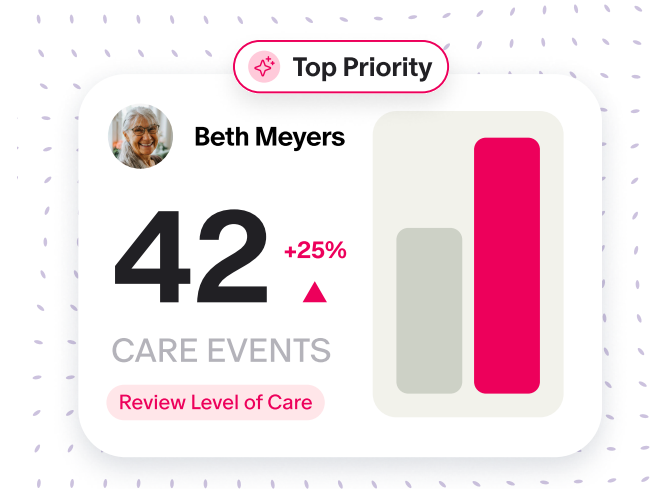
Dan Spears

Vice President of Integrated Solutions,
EmpowerMe Wellness



Why Shared Data Matters

For Sage, the partnership demonstrates how resident data can create value far beyond a single technology platform.



By creating a transparent data-sharing model, Sage helps communities unlock additional value from information they are already collecting every day.

For EmpowerMe, that information helps drive more proactive engagement.

For communities, it strengthens collaboration.

And for residents, it creates new opportunities for earlier intervention and better outcomes.

“We’re not asking communities to do anything differently,” said Scott Hougham, Head of Strategic Partnerships at Sage. “We’re taking data that already exists within the platform and making it useful for additional members of the care team.”

Looking Ahead

The partnership between Sage and EmpowerMe was built around a simple idea: better information leads to better care.

And the data is supporting that. When operators work from the same source of truth as their onsite healthcare and technology partners, everyone benefits.

As senior living continues to evolve and resident acuity rises, partnerships like this will become increasingly important.

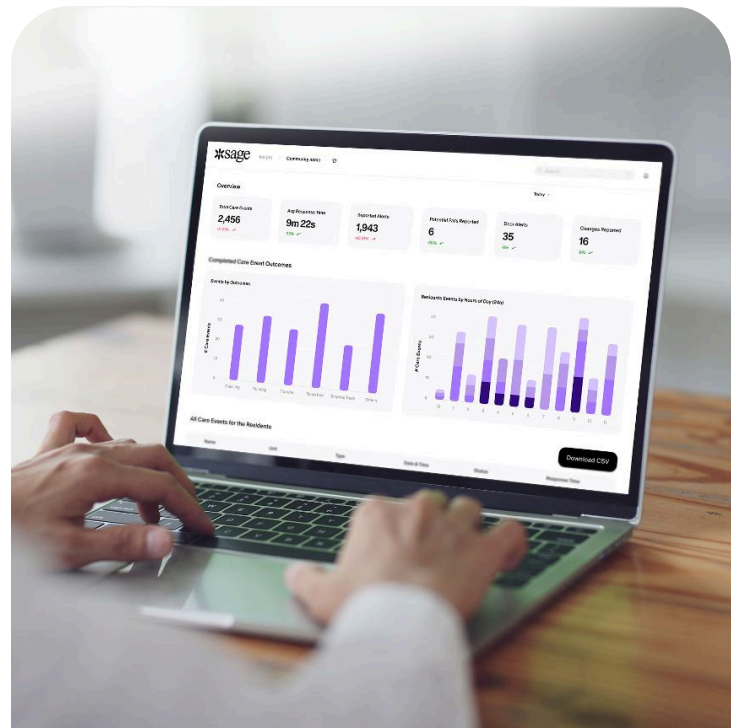
Together, Sage and EmpowerMe are demonstrating what becomes possible when data is shared, collaboration is intentional, and every stakeholder remains focused on the same goal: helping seniors live healthier, more independent lives.



The relentless pursuit of opportunities to improve the lives of seniors is our mission. This partnership is one of those opportunities.

Dan Spears

Vice President of Integrated Solutions,
EmpowerMe Wellness



Better Information
Leads to Better Care.



