

# From Three Falls per Week to Zero

How real-time data helped a care team  
close the gap between need and plan





## The Challenge

**With Sage, GenCare Scriber Gardens was able to:**

The care team was supporting her as needed, but something wasn't working. Her care plan still reflected a largely independent resident, even as her condition progressed.

Without visibility into when and why these falls were happening, the team was left reacting in the moment—without a clear path to prevention.

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### Community

GenCare Lifestyle  
Scriber Gardens

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### Care setting

Assisted Living

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### Client contact

Betsy Orr,  
Executive Director



She was falling a lot. We knew it had gotten worse over the last several months, but it was hard to track exactly what was happening.

**Betsy Orr**  
Executive Director

## The Insight

Using Sage, the team was able to leverage real-time insights to analyze the resident's call activity. They uncovered a few critical patterns.

First, many of her falls were happening **between 1:00 and 4:00 a.m.**—when she was attempting to get up on her own, often to use the bathroom.

But they also realized something deeper: the care she truly needed—support with mobility, transfers, and dressing, in addition to toileting—was not reflected in her documented care plan.

## The Action

Empowered with this information, the team made immediate, targeted changes to her care—both operationally and at the care plan level.

They recognized that the resident's needs had progressed beyond what her current plan reflected. Previously, she had been largely independent, receiving minimal support. Based on the data, the team determined she now required more consistent, hands-on assistance.



A lot of families think, ‘you’re just trying to increase care.’ But when you can show them the data, it completely changes that conversation.

**Betsy Orr**, Executive Director

### The changes they made

- Introducing **proactive safety checks at 1:00 and 4:00 a.m.**
- Adding hands-on support for **mobility, transfers, dressing, and toileting**
- Updating her **care plan to reflect her true level of need**
- Partnering with the family on level of care changes from **clear, data-backed insights**

Just as importantly, the team was able to shift from waiting for calls from this resident to **anticipating risk moments**—meeting her before a fall could happen.

Also critical was engaging the resident's family in this level of care transition. Using Sage data, the team was able to clearly demonstrate what was happening—how often she was attempting activities independently, and where the risks were occurring.

This shifted the conversation from subjective concern to objective evidence, and it helped the family understand the need for increased support and feel confident in the care decisions being made.

## The Results

The impact for this particular resident was immediate, meaningful, and beneficial to everyone.

It not only improved safety outcomes, but also strengthened trust with the family and allowed the team to deliver more personalized, proactive care.

This approach reflects GenCare's Whole Life Living™ philosophy—focused on proactive, personalized care that supports each resident's evolving needs.

- Falls reduced from 2–3 per week to zero
- Shift from reactive care to proactive care
- Care plan fully aligned with resident's actual needs
- **Successful level of care transition, with family buy in**

## Why It Matters

This single resident's story reflects a broader reality in senior care: **a resident's needs often evolve faster than documentation.** Sage gives care teams visibility into real care patterns, helping communities quickly identify and close those gaps before they lead to incidents.

### With Sage, GenCare Scriber Gardens was able to:

- Identify a gap between **documented care and real-world need**
- Use data to guide **proactive, preventative care**
- Have more transparent, productive conversations with families

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It gives us the tool to find where residents need help—and get them that care before something worse happens.

**Betsy Orr**, Executive Director

Falls are one of the leading drivers of hospitalizations and liability in assisted living. By using real-time operational data to identify gaps between documented care and actual needs, the GenCare Scriber Gardens team was able to intervene early. For families, this level of visibility creates clarity and confidence. For residents, it supports safer, more independent daily living. For care teams, it enables earlier intervention and better coordination.

What started as one resident's safety challenge is now shaping how the community approaches care more broadly—using real-time insight to intervene earlier, coordinate better, and keep residents safer.

