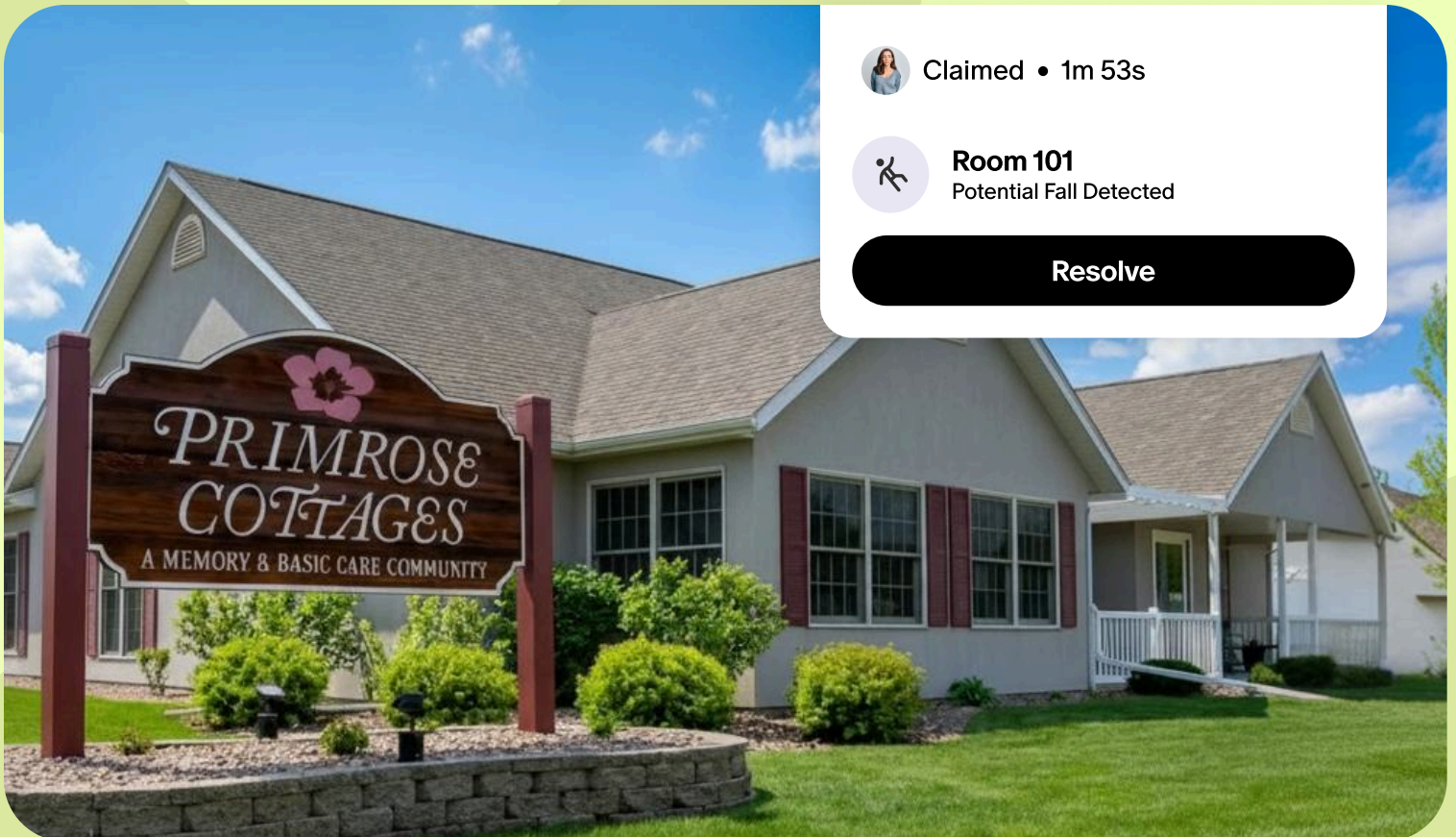


How Sage Detect helped uncover the real cause behind one resident's repeated falls

Using objective video review to improve care, reduce risk, and strengthen resident support





The Challenge

Shortly after moving into Primrose Memory Care Cottages, a new resident experienced multiple reported falls within a short period of time. The incidents raised immediate concerns around the resident's safety, potential head injury, hospitalization risk, and liability exposure.

Because the resident reported hitting her head during at least one of the incidents, staff followed standard protocol and sent her to the hospital for evaluation. The increased attention from family and caregivers following the event unintentionally reinforced the behavior.

Over time, the resident continued reporting falls, creating growing concern for both the care team and the family.

Without objective visibility into what was actually happening, the team was left trying to determine whether the resident was experiencing a worsening clinical fall risk or something else entirely.



Our biggest concerns with a fall... if they do hit their head, we worry about brain bleeds. We worry about broken hips. Overall, we worry about any injury to the resident.

Sara Siefken, BSN, CDP, Executive Director,
Primrose Memory Care Cottages



Enterprise

Primrose Memory
Care Cottages

Client Contact

Sara Siefken, BSN, CDP,
Executive Director

The Insight

Using Sage Detect video review, Sara and the care team were able to objectively assess the incidents and uncover a very different reality.

The footage revealed that the resident was intentionally placing blankets and pillows on the floor before lowering herself down and triggering a fall alert via the Sage Detect camera.

What initially appeared to be repeated accidental falls was actually a behavioral response tied to emotional needs during a difficult transition into memory care.

After speaking with the resident about what they'd discovered, the team realized the behavior stemmed from loneliness, adjustment challenges, and a desire for attention and connection after leaving her lifelong home.

Her first fall, which resulted in a hospital visit, led to an increase in the number of conversations with caregivers, and visits from family members. In an effort to maintain that level of attention, the other falls were essentially staged.

Rather than continuing to approach the situation strictly as a fall-management issue, the team was able to identify the true root cause and respond more compassionately and effectively.

The Action

Armed with objective video evidence and a clearer understanding of the resident's emotional needs, the Primrose team shifted their approach.

Rather than implementing formal clinical interventions, staff focused on accelerating relationship building and increasing intentional engagement during the resident's transition into the community.

The Team:

- Increased social interaction and one-on-one engagement
- Focused on building trust and emotional connection
- Reinforced feelings of belonging and community
- Shared observations across shift reports to maintain consistency
- Revisited onboarding and transition support practices for new residents

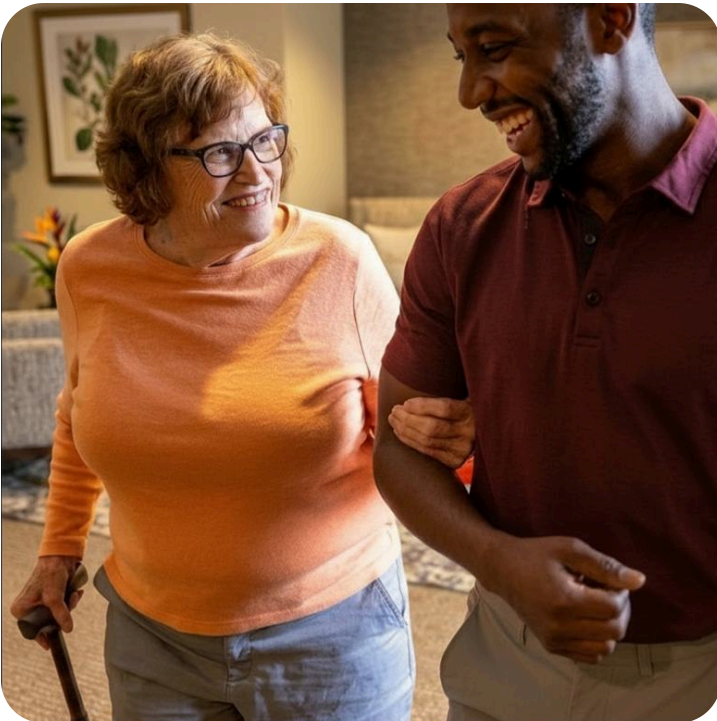
The situation also served as an important reminder for staff about the emotional impact of moving into memory care and the importance of proactive connection during that adjustment period.

The Results

Following the care approach changes, the resident's false fall reports stopped, and the team was better able to distinguish between behavioral events and legitimate fall risks.

More importantly, the resident became more socially connected and developed stronger trust with caregivers and team members.

The experience also demonstrated how Sage Detect helps care teams move beyond reactive response and toward more personalized, insight-driven care.



With the time spent focusing on getting to know her at a more accelerated rate... she realized that we are here to assist her and that she's part of a bigger family that cares about her well-being.

Sara Siefken

Today, Sara and her team continue using Sage Detect not only to review falls, but to better understand the “why” behind resident behaviors and risks.

The platform has also helped the community identify other preventable risk factors—from mobility challenges to environmental issues like bedding entanglement—allowing staff to make targeted adjustments that improve resident safety.

Why It Matters

In memory care environments, not every incident is what it initially appears to be.

Without objective insight, care teams may spend valuable time responding to symptoms instead of identifying root causes.

Sage Detect gives communities the ability to review incidents in context, helping the team better understand resident behavior, reduce unnecessary risk exposure, strengthen family communication, and deliver more personalized care.

For the care team at Primrose, this situation reinforced an important truth: sometimes the best intervention is simply human connection.



I appreciate Sage Detect because it does allow me to go in and review when falls happen so that we can cater to each resident in their situations. ... It's really given me an avenue of becoming educated on the 'why' behind the fall and addressing the specific situations to help reduce risks.

Sara Siefken

