



OVER 273 STAFF HOURS SAVED ANNUALLY

How K4Connect Resident Check-In Revolutionized Masonic Village at Elizabethtown to Save Staff Hundreds of Hours and Improve Resident Safety

AT A GLANCE

CHALLENGES

- Time-consuming manual processes
- Gaps in resident safety
- Auditing compliance

SOLUTIONS

- Automated passive monitoring
- Streamlined operations process

RESULTS

- 273+ staff hours saved annually
- Improved resident safety and independence

INTRODUCTION

Masonic Village at Elizabethtown, a premier senior living community in Elizabethtown, Pennsylvania, is home to 1,100 apartments spread across a sprawling campus. Dedicated to promoting independence, connection, and well-being among its residents, the community strives to deliver an enriching lifestyle through a forward-thinking approach.

Masonic Village faced a critical challenge: their manual resident check-in process demanded numerous employees to work extended hours to ensure the well-being of residents. This case study examines how, in partnership with K4Connect, Masonic Village adopted the K4Community Resident Check-In (RCI) solution. This initiative transformed their check-in process, resulting in a savings of over 273 staff hours annually and improving resident quality of life.

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Implementing K4Community Resident Check-In has been transformative for Masonic Village at Elizabethtown. The automation and passive monitoring system have not only drastically reduced the time required for daily check-ins, but have also enhanced our ability to improve resident well-being. The insights provided by K4's daily reports gives us the confidence to act quickly and effectively when needed, and the system's unobtrusive design aligns perfectly with our mission to preserve resident independence. This solution has truly set a new standard for operational efficiency and resident care in our community.

MARK S. EYER

Resident Technology Coordinator, Masonic Village



THE CHALLENGE: A LEGACY OF MANUAL PROCESSES

When Retirement Living was first introduced at Masonic Village at Elizabethtown in 1991, there was only one dining area, and all residents were on the meal plan. If a resident didn't show up to dine, it was assumed they were required to be checked on. The switchboard was notified, and security responded.

As the community grew, more dining locations were added, and the process became more complex. Food service staff tracked resident attendance manually, highlighting names as residents entered dining areas. At the end of the day, this data was compiled to identify those who hadn't dined. This process was both labor-intensive and error-prone, requiring hours of staff time daily.

The situation became even more challenging when residents were given the option to choose plans that did not require them to show up at the dining halls. About 50% of residents opted out, and they were no longer checked on by the dining staff. For those remaining on the meal plan, residents had to call a number to notify staff if they planned to skip a meal. Staff then cross-referenced attendance logs and voicemails to identify residents who needed follow-up. This cumbersome process made it difficult to check in on their residents that met their requirements.

Masonic Village at Elizabethtown's Previous Resident Check-In Process Required Significant Time & Resources:

- **Food Service Staff:** Food service staff spent an average of 15 minutes per venue per day (2 venues) cross-checking attendance logs, totaling 30 minutes daily or 182.5 hours annually.
- **Switchboard Staff:** One operator spent approximately 60 minutes daily or 365 hours annually reviewing reports from dining rooms, collecting additional information, making calls to residents, and dispatching security staff.
- **Security Staff:** One officer spent 30 to 60 minutes daily or 182.5 - 365 hours annually conducting required resident checks, depending on the number of checks needed. This labor-intensive system diverted staff from other essential tasks and increased the likelihood of errors and delays.
- **Result:** A total of up to 912.5 hours annually spent checking on residents.



THE SOLUTION: K4COMMUNITY RESIDENT CHECK-IN (RCI)

Recognizing the limitations of manual processes, Masonic Village at Elizabethtown sought a passive check-in system that would include as many residents as possible. Masonic also evaluated other check-in solutions, such as systems requiring residents to press a button or call daily, but these options were deemed impractical given the size of the community. The need for a seamless, non-intrusive system led to the adoption of K4Community RCI.

K4Community RCI offered Masonic Village at Elizabethtown a comprehensive solution that replaced manual check-ins with a fully automated system. Here's how it works:

- **Passive Monitoring:** Smart home sensors in resident apartments detect resident movement, confirming activity without staff or resident action.
- **Customizable Parameters:** Staff can set check-in windows; alerts are sent if no activity is detected.
- **Resident Flexibility:** Staff can mark Residents as "Away" in Team Hub to avoid false alerts.
- **Fully Mobile Ability:** Staff can access RCI check-in status and reports on mobile devices as well.

With K4Community RCI, The Check-In Process Became Significantly More Efficient:

- **Switchboard Staff:** Now spend approximately 30 minutes daily, half the time previously required, reviewing reports, calling residents, and dispatching security staff. 182.5 hours annually.
- **Security Staff:** Now spend 30 to 45 minutes daily, slightly less time than before, conducting required resident checks. 182.5 - 273.75 hours annually.
- **Food Service Staff:** No longer involved in the check-in process, saving 30 minutes daily (182.5 hours annually), now fully focused on face-to-face service.
- **Result:** A Total of up to 638.75 hours annually is now spent on RCI - a 30% reduction and saving more than 273 hours each year.

RESULTS AND IMPACT

✔ DRASTIC TIME SAVINGS

The former check-in procedure demanded over 912 staff hours each year from staff across various departments. Now, this process takes only 638 hours annually, managed by a smaller team, resulting in a 30% reduction and saving more than 273 hours each year.

✔ IMPROVED RESIDENT SAFETY

The passive monitoring system significantly reduces the risk for residents. Alerts enable staff to respond, often preventing more severe health outcomes. Checks are now completed by 12 PM, saving hours when residents might have otherwise gone unchecked, drastically reducing risks and ensuring quicker responses to potential issues.

✔ ENHANCED RESIDENT INDEPENDENCE

Automated passive check-ins enhance residents' privacy and security without disrupting daily routines. Residents feel safer knowing they are monitored discreetly, while their loved ones gain confidence in the community's responsiveness to potential issues. This unobtrusive monitoring fosters trust and significantly improves satisfaction and peace of mind for both residents and their families.

CONCLUSION

Masonic Village at Elizabethtown's adoption of K4Community RCI highlights the transformative power of technology in senior living. By automating daily check-ins, the community saved over 273 hours annually, allowing staff to focus on more valuable tasks and improving operational efficiency. The system also enhanced safety by enabling real-time alerts, which resulted in faster response times and a significantly reduced check-in window. Residents benefited from a solution that prioritized their safety and independence, while ensuring speed and thoroughness in care.

This success story demonstrates how innovative smart solutions like K4Community RCI can greatly improve safety, efficiency, and overall quality of life in senior living, setting a new standard for resident care and operational excellence.



READY TO TRANSFORM YOUR COMMUNITY?

Discover how K4Connect's technology solutions can revolutionize your senior living community. Contact us today to learn how K4Community, and our suite of integrated tools can help you optimize operations, enhance resident satisfaction, and achieve your community's mission. Together, let's build a smarter future for senior living.

Schedule A Demo Today



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