

Game-Changing Productivity with the Caremerge Staff Efficiency App

Problem: Communication between senior living community residents and their families was too slow and cumbersome

Too often, community staff have to toggle between paper and computers. Tracking who attends meals as dining rooms reopen, for example, can take far too long. Staff often take attendance on paper and log it into a desktop computer at the end of the day or take photos of residents to email families when time permits.

But hurrying back and forth from a central computer is no longer feasible in most communities, for several reasons:

- Family members have always-on access to email and texting, meaning they contact communities – and expect responses – at all hours.
- Transferring paper attendance records to a computer takes time that busy staff members can't spare. When this task gets delayed, family members don't get important information about their loved ones' activities.
- In the pandemic era, when schedules change frequently, family members need updates as they happen – not hours after the fact.



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Reviews from users of the Android Staff Efficiency App

Katelin Cummings, Activity Manager at [One MacDonough Place](#), a community that combines the assisted living services and social atmosphere seniors deserve with a special quality of life. One MacDonough Place offers all the benefits of independent living – with the security of knowing that caring nursing assistance is always available.

Prior to using the app, Katelin would email herself pictures of residents, then later forward them to families. She was recording attendance on the desktop well after an event had happened. As Katelin has said,

“This app is a game changer for how I run my day.”

She now has the ability to take attendance in real time. When she does, families using the Caremerge Family App instantly get a notification that their loved one is active and involved in the community. She is also able, on the go, to send families pictures of their loved ones full of joy being part of a community that has a vibrant activities program.

“Before, we used paper and pen to take attendance. That used to be a lot. Now, it’s easy. I always have my phone on me. Just pull my phone out and get things done.”

Solution: The Android Staff Efficiency App

Caremerge, a leading provider of resident engagement clinical solutions to over 460 communities across the nation, launched the Android Staff Efficiency App to meet the needs of Life Enrichment and Activities teams at senior living communities.

The app is designed to streamline workflows, improve communication efforts to residents and families, and overall help teams **get more done with limited resources**. Caremerge already had a robust Staff Efficiency App for iOS devices and wanted to make sure communities could experience the same great benefits on an Android device.

Outcomes: “This app is a game changer.”

- 80 percent decrease in time spent on attendance and calendar management
- 1 hour of time savings per day
- Ability to make updates on the go, from anywhere and on any device

Katelin saves an hour a day just by using the Caremerge Staff Efficiency App.



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Katelin also discusses all the time she saves:

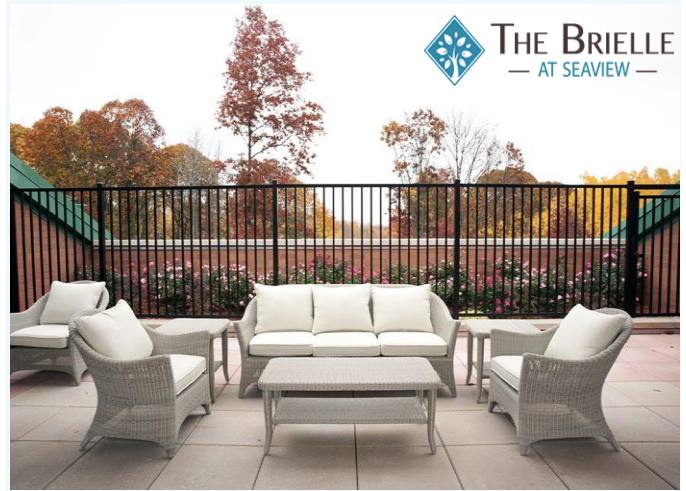
“It takes me one minute to two minutes per event to take attendance now on my phone. Before, it took me 10 to 15 minutes to take attendance. And we have four to five events per day!”

Diana Thompson, Assistant Administrator at [The Brielle at Seaview](#), a community whose sole purpose is to help you or your loved one live the best life you can. Constructed in 2015, The Brielle at Seaview is fresh, modern, and designed to support residents' well-being.

Diana has been a tech enthusiast throughout her life and was very excited to get her hands on the Android Staff Efficiency App. She loves that the app can keep up with her on-the-go work style.

“The easiest thing is, it’s so flexible to do things really quickly. The difference between running back to my office, versus just using a tablet or phone – especially when we have to change or edit on the fly – it’s so nice to have on mobile,” says Diana.

The app has been especially helpful during times of constant change throughout the pandemic. Before the pandemic, having extra time in the day was a luxury; now, it’s something that’s even harder to come by.



“Since we’re going to residents’ rooms, I’m able to track in real time and see details in real time, instead of doing everything at the end of the day. Doing everything in real time has been really helpful, especially during COVID, and especially with families.... We’ve started dining again this week, and to see the changes even in just a week... with residents who are depressed and isolated... It’s been so awesome to track attendance, track groups.”

Diana has seen around an 80 percent decrease in the time she spends on attendance and calendar management in her day.

“With the Caremerge Staff Efficiency App, it now takes less time to do things. I can be multitasking. I can be at an activity and take attendance immediately, instead of spending an hour to do it later. It cuts down on my time to do these things altogether. It’s a big help.”



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