

## CASE STUDY

# How TSOLife Increased Resident Data by 271%

### ABOUT TSOLIFE

TSOLife is a resident insight platform allowing senior living communities to easily collect and derive maximum value from their resident data. Leveraging Artificial Intelligence, resident profiles are digitized from a simple, audio-recorded conversation in the mobile app and turned into insights to fuel decision making and a personalized resident experience. TSOLife staff double checks all of the data our system collects to ensure its accuracy.

### TACKLING OUTDATED PROCESSES

Initially, TSOLife's corporate partner used cumbersome paper resident profiles and a manual data-collection process that were rarely completed by staff. The time-consuming process placed a heavy burden on staff members. As a result, 68% of their resident data was missing.

### CHALLENGES:

- Inconsistent collection of resident information among its communities
- Staff dissatisfaction with the labor intensive data-collection process
- Software systems not speaking directly with each other, resulting in information being entered more than once

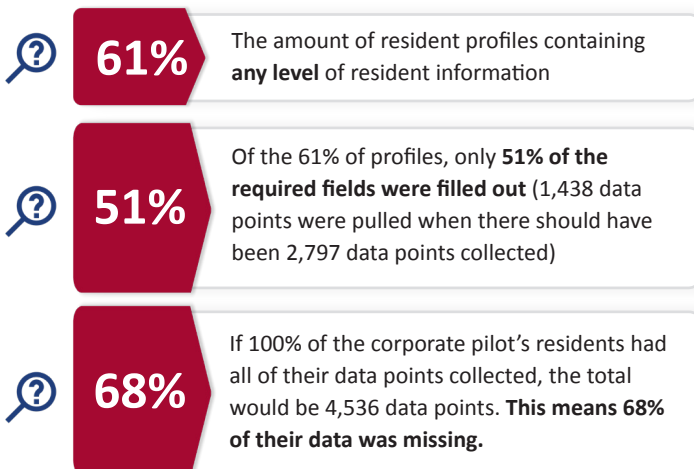
### SOLUTION:

By leveraging TSOLife's easy-to-use technology, staff were no longer tasked with data entry. By saving labor hour costs and time, staff could then focus on the true job at hand: interacting with residents, quickly obtaining all the necessary information for their resident profiles, and improving their quality of life.

### RESULTS:

Once introducing TSOLife, the corporate pilot saw a **100% resident profile completion rate**. These completed profiles gave **271% more data** than the original paper profiles they were collecting. All of the new data was entered automatically and shared with other software systems, which resulted in a decrease in data collection efforts, and an increase in satisfaction for the process by staff.

#### BEFORE IMPLEMENTING TSOLIFE'S TECHNOLOGY:



#### RESULTS AFTER IMPLEMENTING TSOLIFE'S TECHNOLOGY:

