

**71%** **REDUCTION IN FALLS  
WITH INJURY**

AT UNITED METHODIST COMMUNITIES  
WITH VSTALERT



# 71% REDUCTION IN FALLS WITH INJURY

Every year,

## 1 in 4

○ ○ ○ ●  
older adults  
will fall

Falls in the United States among older adults are a huge problem. Every year one in four older adults falls and one in five of those will result in a serious injury, such as broken bones or a head injury. This is a \$50 billion per year dilemma.

## OVERVIEW

The FCC awarded United Methodist Communities (UMC) a COVID-19 Telehealth grant in 2020 to implement VSTAlert for remote patient monitoring in its skilled nursing residences. Prior to VSTAlert, there were 24 falls with injury in the four UMC communities from April 2020 through June 2020. In the three months after VSTAlert was deployed in all four communities, December 2020 through February 2021, there were 7 falls with injury, all minor, for a total decrease of 71%, with an estimated achievable decrease of 96%.



# 71% DECREASE IN FALLS WITH INJURY

24 FALLS WITH INJURY

7 FALLS WITH MINOR  
INJURY

APRIL 2020

JUNE 2020

DEC 2020

FEB 2021

VSTAlert is a 24/7 remote monitoring platform that uses artificial intelligence to identify and alert staff of bed and chair exits before they happen. Rather than alerting staff after a resident has already left their bed (which is too late), it recognizes a resident's intent 30–65 seconds before they get up. The system's AI is over 98% accurate, sending only 0.5 false alerts per day. The VSTAlert platform was developed with over 1.5 million hours of machine learning data with a goal of replacing bed alarms and extending room monitoring capabilities without the need for someone to continuously watch a video monitoring screen.



## A HISTORY OF CARE

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UMC is a faith-based, nonprofit organization that has operated for more than 112 years in New Jersey, offering its residents an array of spiritual, health and social services. As with most senior care communities, falls have been a problem at UMC, and more so when the COVID-19 pandemic hit and residents were quarantined in their rooms. Monitoring residents with a higher risk of falling became challenging amid the efforts to prevent the spread of the virus.

Enter VSTAlert. Its intuitive, remote monitoring capabilities became a lifeline to residents and were invaluable to the staff. “VSTAlert cut down on PPE and it eliminated the nurses’ concern about going room-to-room to check on residents. All the information they need is right in their pockets, on their smartphones,” says Florence Kabia-Williams, Director of Nursing, UMC at The Shores.

In addition to saving time and energy upfront, the preventative measures of the technology eliminates the extensive documentation required by nurses after a fall that takes them away from resident care.



And it's not just the healthcare providers who see the benefits of AI sensors in residents' rooms. Georgine Tracy, Administrator of Healthcare, UMC at The Shores, says that residents' families were thrilled about the technology "because it would be another layer of security for their loved ones—especially for people who have more frequent falls."

James Clancy, Executive Director, UMC at Collingswood adds, "It shows that we're taking a proactive approach to their family member's care." As for the residents themselves, the technology became part of their environment and didn't affect their day-to-day lives.



## HOW IT WORKS

VST's Client Success Consultants (CSC) are there every step of the way. Prior to implementation, the CSCs meet with front-line workers virtually to identify their roles and answer questions. Virtual courses are provided to staff to familiarize themselves with the equipment and how it works, with tips on interacting with residents when the VSTAlert is activated. Once onsite, the CSCs set up the VSTAlert systems and work with staff to ensure the technology is working the way it's intended, including accompanying them on calls to resident rooms.

"The communication was great and the CSCs made themselves available 24 hours a day, especially after installation," UMC at Pitman's Executive Director, Michele Matthews says. "They were friendly and personable and they didn't make assumptions that we knew what things meant—they spoke to us in layman's terms."

