

Aging Services and Technological Innovation

The Gap Between Vision and Value

Technological innovations have rapidly advanced patient care across many areas of the healthcare industry. However, aging services have lagged behind in adopting technology due to budget constraints, outdated infrastructure and the need for human connection.

74% of senior living leaders say innovative technologies have no demonstrable ROI.*



Why Technology Lags Behind in Aging Services

- **Outdated Infrastructure:** Aging services often operate in outdated buildings with limited infrastructure, making technology upgrades costly and time-consuming.
- **Insufficient Funds:** Technology is a luxury many facilities can't justify, due to tight operating margins and post-COVID labor shortages.
- **Lack of Data:** Despite interest in next-gen technology, data is limited to demonstrate its safety and effectiveness.



- **Misaligned Solutions:** Many tech solutions miss the mark because vendors don't fully understand the complexities of aging services operations.
- **Not a Replacement for Human Staff:** Human connection remains vital in aging services, and some technologies lack the clinical guidance needed for safe, effective decisions.

*Senior Housing News.

37 million falls occur among adults aged 65+ annually.*



Where Technology Can Make a Difference: Falls

- **Falls are the leading cause of loss** in aging services, a costly and devastating issue that continues to challenge providers.
- **Smart sensors, wearable devices and other tech solutions** are minimizing the frequency and severity of falls by detecting changes in balance and identifying early warning patterns.



- **These tech-enabled tools** help caregivers intervene before an incident occurs.
- **Real-time monitoring and automated alerts** also improve response times and fall-prevention strategies, which enhance safety and reduce claims.

*Centers for Disease Control and Prevention.



Turning Promise into Practice

For technology to truly make a difference in aging services, it must be implemented effectively. To do so, all stakeholders, such as development teams, maintenance staff, leadership, therapists and outside consultants, must be trained with technology in ways that support safety, care and operational goals.

CNA is committed to helping aging services organizations proactively assess which emerging technologies can best support their unique business needs.



Learn more at cna.com/industries/healthcare.

