



Ingleside Integrates Cutting-Edge Technology to Older Adult Communities

Ingleside and Senior Portal Collaborate in Voice Technology Initiative.

WASHINGTON – [Ingleside](#), a premier, charitable not-for-profit provider of comprehensive older adult opportunities in the Washington, D.C. metropolitan area, recently integrated voice technology to its resident online portals, resulting in more than a **75 percent adoption rate**.

[Senior Portal](#), a resident engagement platform for senior living communities, and Ingleside released a [case study](#), describing the results from this pilot program, including the benefits from when a technology company and life plan communities take a co-development approach. The initiative included 50 residents who received Amazon’s Echo Dot device, with the goal to use voice technology to disseminate timely and accurate information that increases resident engagement within the community.

“We were trying to understand how voice technology can contribute to the well-being of residents,” said Ingleside’s Chief Information Officer Dusanka Delovska-Trajkova. “We wanted to know how this technology could help give residents control and independence.”

Initially, Ingleside allowed a paper-based and computerized option for event registration and cancellation. After the installation of two kiosks next to the life enrichment office, the staff and IT committees were able to help residents sign up for events online. After only one month, two campuses became paperless, with the third not far behind.

“Each of our residents can travel from one level of care to another through the whole continuum,” said Delovska-Trajkova. “As they do so, it was very important that we anticipate their needs, and we wanted their level of access to travel with them.”

Results also showed that residents and staff who played a role in the design of their portal were more likely to adopt and benefit from the technology, as was the case at each Ingleside community. The pilot program’s 75 percent adoption rate shows residents enjoyed the technology by wanting to continue to learn more features to increase their independence and control.

About Ingleside

Ingleside is a premier, charitable not-for-profit provider of comprehensive older adult opportunities in the Washington, D.C. metropolitan area. Based in Rockville, MD, Ingleside is the parent organization for three CARF-accredited, charitable not-for-profit, life plan communities (formerly continuing care retirement communities) and its affiliates, including: the Westminster Ingleside Foundation, WING (Westminster Ingleside Group), which focuses on real estate development and management, and Ingleside at Home, a not-for-profit, charitable home-based care program. Ingleside’s family of communities include: Ingleside at Rock Creek (Washington, D.C.), Westminster at Lake Ridge (Lake Ridge, VA), and Ingleside at King Farm (Rockville, MD). For more information, visit <http://www.inglesideonline.org>. Ingleside’s mission is to provide strategic and operational leadership that enables our affiliates to excel in their missions.