



# AI in Senior Living: Real Progress, Real Pitfalls, Real Time Demos


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## Introduction




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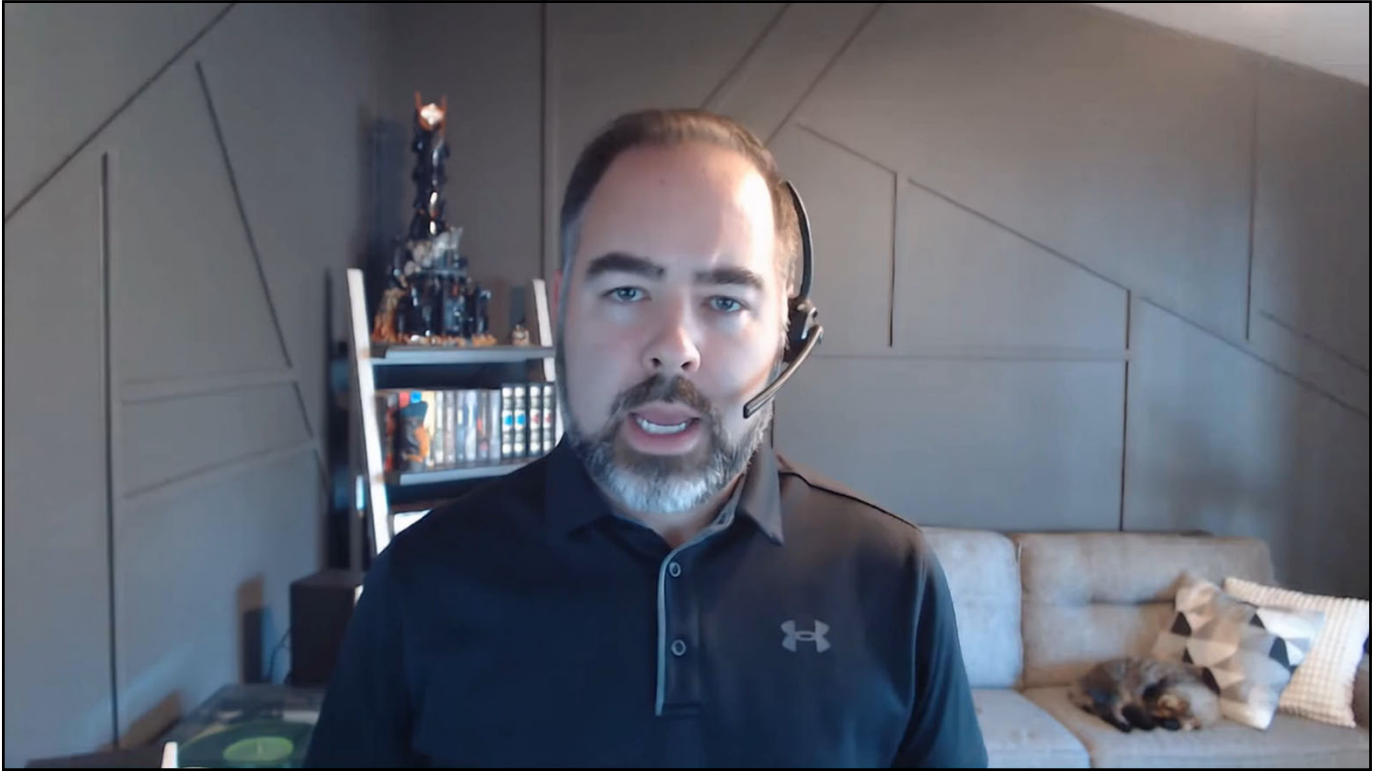
**Unlocking the Potential of Technology**

- Born out of Long Term Post Acute Care Provider
- Managed and Co-Managed IT Services
- EHR Consulting
- IT Strategic Planning, Special Project Execution
- 30 Years in Market
- Positive Employee Culture – Average Employee Tenure ~ 9 years



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# 2025 Ziegler/CAST CTO Hotline

*Large Language Models (LLM)*

## Who is Your LLM Partner?

LLM Partner	Percentage
Microsoft Copilot	63%
ChatGPT	36%
Google Gemini	3%
Azure OpenAI	1%
Claude	1%
No Partner	24%

The survey results on LLM adoption show strong engagement with AI tools. Microsoft Copilot is the leading solution in this industry, used by 63% of respondents, while ChatGPT follows with 36%. Adoption rates for other LLMs such as Google Gemini, Azure OpenAI, and Claude remain minimal, each mentioned only once or twice.



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## AI Today (In Plain English)

### What AI is (today):

- Large Language Model (LLM): A tool that **predicts the next most likely word** based on patterns it learned from lots of text
- Great at: drafting, summarizing, translating, brainstorming, organizing
- Not great at: truth, judgement, policy decisions, anything that requires real-world validation

### What AI is Not:

- Not a person
- Not a fact-checker by default
- Not “thinking” the way humans do
- Not connected to your internal data unless your org explicitly connects it (ex. Copilot with M365)



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## Prompting and Hallucinations

### Prompting Effectively

- A prompt is instructions + context
- Better prompts get better outputs because you reduce **guessing**
- 5 Part Prompt Formula:
  1. Role: “You are a”
  2. Goal: “Help me accomplish...”
  3. Context: “Here’s what you need to do”
  4. Constraints: “Do it in this style, length, etc.”
  5. Format: “Give it to me as bullets, email, checklist, etc.”

### What is a Hallucination?

- Hallucinating is when AI fills in gaps with something that sounds plausible, but is wrong
- How to avoid?
  - Provide more context
  - Ask it to quote or reference sources
  - Tell it to say “I don’t know” if unsure
  - “Human in the loop” / Verify anything important



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# Human in the Loop: AI Assists, Humans Decide

This image is AI generated, notice the errors...

1. Human STARTS    2. AI DRAFTS    3. Human REVIEWS    4. Human REFINES    5. Human APPROVES

Define Cloal & Context    Generates Ideas & Drafis    Check & Edit Content    Add Knowledge & Adlust    Final Decision & Use

Why this matters: Protects resident trust, brand, and professionalism

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# Real Life Senior Living AI Stories

**Found the Out Clause (Without a Lawyer!)**

- Saved time, stress, and potentially thousands in fees
- What else could staff offload to AI if they knew how?

**From Newsletter to Calendar in Seconds**

- Gave resident autonomy and helped keep others in the loop
- When residents are empowered with tools, amazing things happen

**From Brain Dump to Boardroom**

- Turning messy notes and raw data into polished narrative
- AI helps turn scattered insights into actionable stories

The rulebook doesn't exist yet. You're writing it...whether you mean to or not.

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AI IN SENIOR LIVING

# The Future View

Where This Is Heading — And What It Means For You

ProviNET Solutions

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## AI Is Moving From Tool to Team Member

*The shift from 'ask AI a question' to 'AI works alongside your team — proactively'*



### Proactive Monitoring

AI flags declining resident engagement or wellness indicators before family or staff notice — giving care teams time to respond.



### Autonomous Documentation

Routine charting, care notes, and compliance records handled automatically — so caregivers spend more time at the bedside.



### Agentic AI

Systems that take sequences of actions — not just answer questions. This is where your investment decisions are heading.


*The question is no longer whether AI will be on your team — it's whether YOU will decide how it shows up.*

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# What's Coming to Senior Living


*These aren't distant predictions. Pilots are happening NOW at operators of every size.*

**Near-term. Real. Actionable.**




### Voice AI & Memory Care

Ambient voice assistants support resident engagement and provide companionship — particularly in memory care settings.




### Staffing Optimization

AI-driven scheduling that learns patterns, reduces overtime, and anticipates coverage gaps before they become crises.



### Predictive Health Monitoring

Sensors and AI integrate with EHR data to surface early warning signs — falls, cognitive changes, hydration trends.




### Regulatory & Compliance

AI reduces the documentation burden for surveys and audits — one of the largest time drains in senior living operations.

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# The Leadership Imperative

*You don't need to become an AI expert. You need to lead.*




### Start Small — Start Now

For those not yet using AI: the risk of waiting is greater than the risk of starting. Pick one workflow and pilot it.



### Human Judgment Stays Central

For those leaning heavily on AI: caregiving is inherently human. AI augments — it doesn't replace clinical and relational judgment.



### Guide It or Someone Else Will

Staff will adopt AI with or without policy. Without leadership guidance, you inherit the liability and quality-of-care risk.

## The Risk of Doing Nothing

- Competitors adopt faster and win on staffing efficiency & family trust
- Staff use unsanctioned AI tools — creating compliance exposure
- Vendors, payers, and regulators define the AI standards you'll have to follow
- You lose the window to shape how AI fits YOUR culture of care

**Inaction is still a decision.**

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A LOOK AHEAD • 2028

## Two Communities. One Choice.

### Maplewood Senior Living

*They leaned in.*

By 2028, Maplewood's AI system quietly monitors 94 residents. At 3 a.m., it notices that Dorothy in Room 12 has been awake four nights in a row — an early flag for a UTI. The night aide is notified before Dorothy ever complains of discomfort.

Families choose Maplewood in part because of the transparency dashboard — real-time updates on their loved one's wellness, powered by AI their leadership purposefully selected and trained staff to use.

Turnover is down 22%. Not because AI replaced anyone — but because staff spend less time on paperwork and more time doing the work they came to do.

### Riverside Gardens

*They waited for someone else to decide.*

Riverside's staff started using AI tools on their own — ChatGPT for care notes, a consumer app for scheduling suggestions. No policy. No training. One employee shared a resident's health history in a prompt. Nobody noticed for months.

Their largest payer — a regional Medicare Advantage plan — rolled out an AI-based care coordination platform in 2027. Riverside had no say in how it worked, what data it used, or how it scored their residents.

They're not failing. But they're following. And the families considering them? They're choosing the community that looks like it has a plan.

*Both communities are real possibilities. Which one are you building? → Let me show you what 'leaning in' actually looks like.*

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AI IN SENIOR LIVING

## I don't bring values into your building. *I borrow yours.*

*Every shortcut. Every gap. Every unwritten rule.*

*Scaled. Amplified. Delivered with perfect confidence.*

The question isn't whether AI is in your building. It's whether YOU decided what it stands for.

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# Next Up, AI Demonstration



Unlocking the Potential of Technology

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