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**- Barbara Moniz, Activities Coordinator for Memory Care Department
The Commons at Union Ranch (WESTLiving)**

**Provide families the peace
of mind they deserve**

**Stay connect with
HIPAA-Compliant messaging**

**Increase family trust and
satisfaction**

WESTLiving wanted to proactively use Caremerge’s Family Engagement feature to connect families and provide peace of mind to everyone, even family members on the other side of the world. Today, 80% of the families are actively using Family Engagement and reaping the benefits of being connected.

“It’s a little bit extra, but it’s so worth it. I give families the best service possible and communicating with families dispels worries,” said Barbara Moniz, Activities Coordinator for Memory Care Department for The Commons at Union Ranch (WESTLiving), “Most families don’t get to see the wonderful times; they get the negative phone calls about falls, but I get to share the joyful moments.”

Family Engagement promotes an ongoing dialogue that puts people at ease and dispels anxiety. Families easily develop a connection with all caregivers involved without feeling like they have to communicate with one person and one person only.

Families worry less, because they get to see their loved ones active, happy and socializing with other people, especially when families are geographically distant. It eliminates the fear of not knowing what’s going on and the guilt they were battling before begins to fade the more they engage.

“We’re not only looking for ways to help our residents thrive, but **we want to give families their comfort and share moments with them when they’re not here.** We’re really trying to give them that peace of mind,” said Brittnie Buchanan, Director of Engagement at WESTLiving.

“With the App we can take pictures and write to them and show how we’re still maintaining the lifestyle for their loved ones regardless of what functional ability they may have. **It’s so nice to have Caremerge as a partner for that, because it’s effortless.**”

Families miss out on throughout the day and the Family App let’s communities share candid moments of loved ones engaging in activities in real time. Giving families the ability to take pictures has created shareable moments like one resident’s grandson who travels for work. He’s somewhere new all the time and he takes pictures of the sunrise wherever he is and sends it to his grandmother so no matter how much distance is between them, they’re always connected.

“Our staff get to show her the picture and talk about what he’s doing,” Buchanan shared. “That is a really neat thing that we have going on. I think that helped him feel really connected. Even though he’s hopping on planes and traveling everywhere, **I think it gives him a sense of connection to know that he can still communicate with his grandma.**”

Everyone involved benefits when staff and families communicate. Enhanced communication enhances trust, satisfaction, and the health of the resident. WESTLiving knows families are diverse in their desires and ability to engage and the Family App helps them meet families where they are.

Connect With Us

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What We Do

We are a care coordination network that keeps care teams, families, and patients informed and cohesive through a HIPAA compliant, easy-to-use mobile and web-optimized interface.