

A man with glasses and a woman with curly hair are looking at a tablet together. The man is on the left, wearing a white shirt, and the woman is on the right, wearing a black blazer over a white shirt. They are both smiling and looking at the tablet. The background is a blurred office setting.

HEALTHCARE CAPABILITIES

SOLUTIONS FOR SENIOR CARE

Technology Solutions and Alternatives for:

LONG-TERM CARE/SENIOR LIVING | SKILLED NURSING | INDEPENDENT LIVING
ASSISTED LIVING | MEMORY CARE | HOME HEALTH | HOSPICE



SYSCREATIONS
IT MANAGEMENT & CONSULTING SOLUTIONS

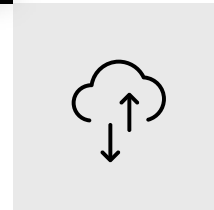
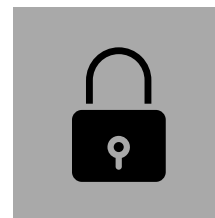
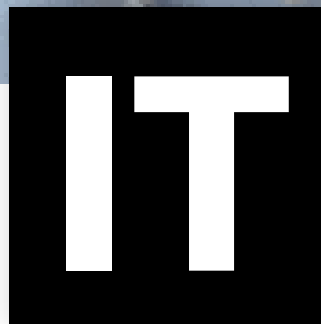
NEW POSSIBILITIES

ORCHESTRATED BY SYS CREATIONS

As Canada ages, the demand for continuing care services is growing dramatically. Technology is becoming essential to support care coordination, enhance outcomes, reduce costs, engage residents and improve workflow.

At the same time, the shift to value-based delivery and payment models adds new urgency for better monitoring and higher-quality care coordination across the care continuum.

That means technology solutions, from EMRs to mobile devices to telehealth, are rapidly moving from nice-to-have to must-have if you expect to thrive in today's demanding, highly competitive environment.



SyS Creations Healthcare is here to help

At SyS Creations Healthcare, we understand that your focus is on people, not technology. That's why we make it our business to bring you the comprehensive and responsive technology guidance, support and services you need for your senior-focused 21st century community, skilled facility or home health organization.

SyS Creations Healthcare's knowledgeable experts understand your IT challenges. We leverage the company's combined 30 years of experience serving as a trusted advisor across the continuum of care to more than 100+ healthcare organizations, including skilled nursing facilities, assisted living communities, memory care facilities, independent living communities, home health agencies and hospices.

Whether you're looking to install a reliable Wi-Fi network, bring in mobile devices and ensure they're properly supported, integrate the latest EHR system, make sure you have the right data storage and backup, assess security risks or implement remote monitoring, our goal is to help you cost-effectively meet your care delivery and resident satisfaction goals.

SyS Creations team of experts is orchestrated to prepare you for the future

Our team of technical experts actively partners with your staff to evaluate your current needs and future growth requirements. SyS Creations selects the best solutions and installs your new technology quickly and seamlessly, providing ongoing support and augmenting your IT team with onsite staff and training

- **Cloud experts.** Interested in moving your Wi-Fi or EMR to the cloud? Or exploring which cloud options could help you reduce costs while improving security and productivity? SyS Creations can help you assess your needs, explore the options and get you up and running.
- **Mobility experts.** Need help managing and protecting all those mobile devices? Wondering if there's a way to improve the reliability of your Wi-Fi network? SyS Creations mobility experts cover it all, from security to device selection and from activation and integration to app development.
- **Internet of Things.** Considering implementing remote monitoring? Trying to make the most of all that data you're capturing from sensors to keep seniors safe and out of the hospital? SyS Creations IoT experts can provide knowledgeable guidance and hands-on support.

Your SyS Creations Healthcare account manager is also there to orchestrate — always as close as a phone call, text or email, whether you have basic questions or seek highly specialized expertise. Plus, we offer a 24/7/365 toll-free technical support help line and online support.





LONG-TERM CARE

Skilled Nursing/Memory Care

Strengthen safety, relationships and quality of care

Seniors Speak: Resident Engagement and the Role of Technology¹

78%

Say online portals are valuable

43%

Like mobile applications to access healthcare information, treatment reminders, etc.

41%

Are comfortable with the idea of telemedicine

29%

Have noticed their provider become more engaged with them in the past two years

SyS Creations 2017 Patient Engagement Perspectives Study

As the healthcare industry increasingly embraces valuebased delivery models such as accountable care, skilled nursing facilities face new challenges. Although not specifically required to achieve meaningful use (MU), the emphasis on safer, better-coordinated care transitions means growing pressure to collaborate with hospitals and physicians across the care continuum.

Now that the Centers for Medicare and Medicaid Services (CMS) penalizes hospitals for readmissions, you are expected to redouble your efforts to help prevent them even as your nurses and other staff are busier than ever. IT can play a valuable role in addressing these challenges and strengthening relationships with your key referral sources

- **EMR systems.**
Streamlined care transitions
- **Nurse call systems.**
Highly responsive care
- **Cloud computing.**
Clinical consultation and collaboration
- **Telehealth.**
Video consultations, family care conference participation
- **Remote monitoring.**
Reduction of ER admissions and readmissions
- **Mobility**
Improved flexibility and productivity

Independent Living/ Assisted Living

Connect and support seniors

Technology can go a long way toward helping seniors age in place and retain independence, especially as more aging Canadians enthusiastically embrace technology. To remain competitive and attractive to residents and their families as well as accountable care organizations (ACOs), senior living communities need to be in the technology vanguard.

This means building a solid foundation that includes:

- **Healthcare-grade network infrastructure.**
WiFi that's both secure and HIPAA-compliant
- **Mobile devices for both residents and staff.**
Loaded with comprehensive mobile device security
- **Properly educating residents and staff.**

With these elements in place, a variety of IT solutions can empower seniors and enrich their lives by connecting them to family, friends and the wider world. They can Skype, FaceTime and email, take advantage of cognitive fitness software, shop, follow the news, take online courses and much more.

Technology can also promote resident health and safety with remote monitoring devices, medication adherence systems and detection/tracking systems.



Peer Spotlight: Flexibility means productivity

When Senior Rehab Solutions IT Director Charles Goady saw an opportunity to boost efficiency and quality of resident care, he seized it. The Dallas-based agency provides physical, occupational and speech therapy services for its partner and affiliated facilities. By equipping Senior Rehab's highly mobile therapists with ultraportable notebooks, Goady gave them valuable flexibility to access and input resident data at the point of care, streamlining workflow.

Well aware that expanding and integrating mobility solutions puts added pressure on small IT staffs already stretched thin, Goady offers these tips for leveraging your resources:

- **Carefully evaluate your users' mobility needs.**
"If they're just going to consume information, tablets are perfect, but if they need to create documentation, the notebook's keyboard works well."
- **Minimize the learning curve.** "If possible, try to be consistent with platform and functionality to ensure a seamless migration to new solutions."
- **Get expert help.** "Definitely explore the additional solutions and services a trusted IT partner can offer."

Your SyS Creations Healthcare account manager is also there to orchestrate — always as close as a phone call, text or email, whether you have basic questions or seek highly specialized expertise.

CONTINUING CARE

Home Health and Hospice

Technology transformation

Home healthcare plays an increasingly critical role in monitoring and supporting individuals, helping to avoid hospital admissions and readmissions.

One home health service program **saved \$1.9 million and reduced hospital readmissions 53%** by utilizing telehealth and patient engagement software to care for 220 high-risk patients upon hospital discharge.

In today's highly competitive marketplace, technologies from mobility to remote monitoring to video conferencing provide an opportunity to set your organization apart by improving care delivery, optimizing workflow and transforming the senior experience.

For home health and hospice caregivers constantly on the go, mobile devices — including laptops, tablets and smartphones — help improve accuracy, patient safety, care coordination and productivity by enabling:

- Input and access to patient data right at the point of care.
- Review of medical histories and care plans, research on medication interactions and access to other critical support data.
- Photos or videos of wounds, rashes or other problems to be transmitted to the agency for further study and consultation.
- Utilization of video and other interactive tools to engage seniors and their families in their health and care management.
- Coordination of communications with multiple care team members, from clinicians to social workers to haplains
- GPS capabilities to simplify communication with headquarters staff and accelerate schedule changes and urgent care delivery

To make the most of mobility, reliable network connectivity is vital for maximizing productivity and ensuring no dropped connections or data loss. Additionally, managing all those mobile devices and protecting the sensitive patient data on them can be a real headache. Passwords, data encryption and the ability to remotely wipe clean any lost or stolen devices are essential safeguards.



Smart apartments offer peace of mind

With Baby Boomers and Gen Xers indicating a decided preference for “aging in place,” smart apartments are moving into the spotlight. A broad spectrum of technologies can help boost safety and provide peace of mind for seniors — as well as their families — to continue independent living

- Environmental controls such as remotely programmable thermostats and automatic light and water shutoffs
- Digital reminders
- Video chat programs
- Sensor-based health, sleep and fall monitoring
- Visual doorbells
- Digital medication dispensers

Better communication, better care

Emerging technologies in the senior care space, including remote monitoring and telehealth, are offering new opportunities for home health and hospice to enable seniors to maintain regular contact with their caregivers and allow their care teams or family members to monitor progress between visits.

In addition, video conferencing can play a valuable role in supporting informed decision-making for individuals receiving home health or hospice care. Family and caregivers can participate remotely in interdisciplinary team meetings with nurses, social workers and other care team members when distance or caregiving demands make it difficult to be there in person.

At the same time, teleconferencing can increase happiness and quality of life by making it easier and more satisfying for homebound individuals to communicate with friends and family, and even share in important life events such as weddings or holiday celebrations

Game-changing innovations on the horizon

While technology has already had a dramatic impact on the way healthcare is delivered across the care continuum, a host of emerging technologies offers exciting potential for further positive transformation of the aging experience.

Here's just a sampling

- **Virtual reality and augmented reality**
can be used to engage seniors by transporting them to places and events across the globe without ever leaving their homes, as well as to manage chronic pain, anxiety and depression.
- **Predictive analytics and artificial intelligence**
(paired with remote monitoring or wearables) can be used to track an individual's typical behavioral actions and patterns and alert caregivers if and when changes occur, preventing falls and other consequences that could affect health.
- **Robots**
can assist with household and personal care tasks, and even provide companionship.



A woman with curly hair, wearing a white lab coat, is smiling and looking towards a man with a beard who is wearing a blue shirt. They appear to be in a professional setting, possibly a hospital or clinic, with a blurred background showing other people and equipment.

TECHNOLOGY SOLUTIONS CUSTOMIZED FOR SENIOR CARE

Solutions that work for you

Whichever post-acute and senior care options your organization provides, SyS Creations Healthcare works with you to build a robust and flexible technology **foundation** that can grow with your organization. We also help you select, implement and support the **applications** and **innovative solutions** that help you boost resident satisfaction, clinician efficiency and quality of care — and position you for success, now and in the future.

Foundation Technologies

Build a robust and flexible technology infrastructure that can grow with your organization

The system went live earlier than expected, delighting the client and leading to success. In addition to the app being very popular, SyS Creations’ work continues to be high quality. Their exceptional project management skills are a highlight, contributing to a positive continued engagement.

Healthcare Company in Ontario, Canada

Data Center Solutions

- + Backup**
Enhance your ability to store, search and restore critical resident data. Ensure continuous uptime, and simplify and speed data backup and recovery.
- + Data and network security**
A multifaceted approach is the best way to protect your data from loss and theft on both wired and wireless networks.
- + Physical security**
Protect your facility and your equipment from theft and loss, and ensure safety of patients, residents and guests.

- + Networking**
Uninterrupted network availability, whether wired or wireless, is crucial to resident safety and quality care.
- + Power and cooling**
Reduce energy waste, lower costs and optimize performance with the right power and cooling strategies.
- + Virtualization**
Streamline your server environment and better protect data while creating a solid foundation for implementing or upgrading an EMR system.



Application Technologies

Meet your resident, clinician and administrative needs

Resident and Clinician Mobility Solutions

+ Mobile devices

Promote resident engagement, empowerment and satisfaction by providing and/or supporting smartphones, tablets, notebooks and other mobile devices. Improve clinician productivity, enhance collaboration and communication, support resident safety, enable faster, more informed decisionmaking and increase engagement with residents.

+ Resident portals

Provide residents and their families with easy access to personal health data, information about your community and opportunities to communicate with clinicians and administrative staff.

+ Mobile management

SyS Creations Healthcare's Total Mobility Management approach helps you integrate and simplify management of resident and clinician mobile devices, applications, content, security and BYOD.

+ Wireless networking and workflow

Clinicians, residents, families and guests expect fast, seamless and secure access to digital data, making a robust wireless infrastructure a must.

+ Social connectedness platforms, Internet cafés, dining

Increase resident satisfaction and sharpen your competitive edge by providing seniors and their families the opportunity to socialize and engage through a variety of technology platforms.

Point-of-Care Solutions

+ Resident room technology

Improve efficiency and quality of care with the ability to access and capture data in an EMR at the resident's bedside, as well as reduce medication errors using eMAR systems. A variety of hardware options are available, from wall-mounted desktops to ultraportable tablets to medical carts equipped with notebooks or thin clients.

+ Bedside infotainment

Keep residents connected, entertained and educated with smart terminals and mounted AV screens for watching TV, listening to music, emailing friends, accessing menus, summoning help and participating in interactive education.

+ EMR technology and application support

Our experts can help you make the most of your EMR system by providing the right blend of hardware, software and services to boost efficiency and improve resident/staff satisfaction.



PointClickCare®



MED e-care
Your Care, Our Mission

WRITI
Connecting Care



Innovation Technologies

Enhance your ability to deliver quality community or home care with the latest technology innovations

Visual and Digital Signage Solutio

- **Mounted AV**
Give staff, residents and family members high-definition access to data, videos and more, improving clinician effectiveness and resident satisfaction.
- **Resident and staff communication/care coordination**
Support clinicians' ability to seamlessly share information with colleagues, hospitals, residents and family, using centralized tools to securely manage content.
- **Way-finding**
Take advantage of digital signage to welcome guests, promote events, provide status updates and direct visitors throughout your facility.

Unified Communications Solutions

- **Cloud collaboration**
Cost-effectively increase data storage capacity, streamline data sharing, simplify data management and fortify security.
- **Consultation and collaboration**
Use Internet video and calling for fast, easy information sharing and communication between geographically dispersed staff, supporting better care at lower cost.
- **Telehealth**
Video conferencing and secure video chat capabilities promote clinician and caregiver collaboration, enable residents with limited mobility to "see" providers and help minimize readmissions by providing a way to monitor and check in with seniors living independently.

SERVICES AND SUPPORT

SyS Creations Healthcare People Who Get IT

We understand you need more than technology — you need a partner who can provide knowledgeable guidance, respond quickly to your questions and help maintain your hardware and software for optimal performance.

From foundation to application to innovation, you can work closely with your dedicated SyS Creations Healthcare account manager to access our broad spectrum of services. Our goal is to help you maximize ROI and ensure your technology investment continues to add value to your organization well into the future.



Assessment/planning/design

Assessments provide the foundation for an effective IT strategy. SyS Creations Healthcare technology specialists consult and collaborate with your team to evaluate your existing infrastructure and help ensure it can grow with your expanding technology requirements.



Configuration

We can customize your technology solutions to your precise specifications in SyS Creations Configuration Centers — from simple installations and device activation to highly complex network operation system installation and enterprise configurations.



Installation/deployment

Our installation services ensure your new technology is up and running as fast as possible. An engineer can be onsite to help you with all facets of installation, making sure your technology is connected and working properly, and that all components are talking to your network.



Product lifecycle support

If you're resource-strapped, SyS Creations Healthcare can offer your IT team extra support through onsite staffing and training. We also can help protect the lifespan of your technology with maintenance contracts and, when the end is near, provide proper asset disposal.



Hosting and managed services

Efficient and economical, we can protect your operations with a full range of services, whether your technology is located at your premises or in our Enterprise Hosting Center



Customer relations

You can contact our customer relations staff directly or through your account manager to resolve problems. Customer Relations' standard hours are 7 a.m. to 9 p.m., Monday through Friday. They also track lost packages, submit claims to carriers, handle return merchandise authorizations (RMAs), and send out replacements for damaged or defective products.



Toll-free technical support

SyS Creations 24/7/365 U.S.-based toll-free technical support help line is staffed by Level One associates who are CompTIA-certified and hold, at a minimum, A+ and Network+ certifications. Our average call-to-answer is less than 60 seconds and we offer support for computers, peripherals and operating systems for five years from their date of purchase.

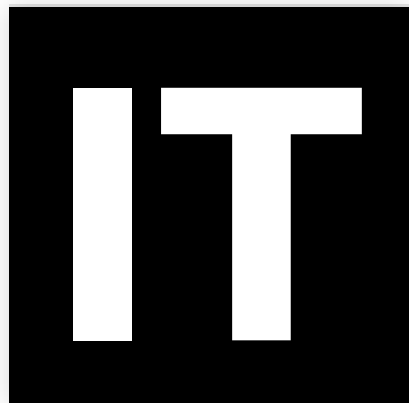
SyS Creations had a very successful project. They handled all bug fixes and requests quickly. The experience was great. Their team was responsive and had no significant delays. They were very efficient and professional.

Long Term Care Pharmacy, Ontario, Canada



Online support

SyS Creations online support — including live chat — is available through your own personalized My Account feature on SyS Creations.com, which provides 24/7/365 access to your latest order and purchase information and the real-time status of your account team.



PARTNERS

You want the right technology for your needs

We understand — and help you make the most of it. SyS Creations works with the industry’s leading technology manufacturers, leveraging our relationships to help you expertly address your IT needs. And we have the awards to show for it.





SYSCREATIONS
IT MANAGEMENT & CONSULTING SOLUTIONS