

CASE STUDY

Tech Innovations Take the Resident Experience to the Next Level at Longwood at Oakmont

CHALLENGE

For over three decades, Longwood at Oakmont, an esteemed member of the Presbyterian SeniorCare Network, has been a beacon of security, growth, and personalized experiences for its residents. Recognizing the ever-evolving needs of its community, they embarked on a journey of innovation. Understanding the vital role technology plays in fostering deeper connections and personalizing experiences, and finding their current solutions difficult to manage and hard for residents to use, they sought a technology provider who would not only offer optimal solutions but also be a partner invested in their success.

SOLUTION

Since partnering in January of 2023 Icon has significantly enhanced the resident experience at Longwood at Oakmont. The user-friendly Resident Portal, AI-driven activity recommendations through SmartAging™ technology, in-room TV solutions, and digital signage have empowered residents to deepen connections, fully engage in programs, and savor community life. These innovations have elevated the resident experience to new heights. Additionally, staff find the solutions intuitive and easy to manage, and Icon has proven to be a supportive and responsive partner.



 **Longwood at Oakmont™**
A Presbyterian SeniorCare Network Community



Laurie Lesoon

*Director of Lifestyle Engagement
IL, Longwood at Oakmont*

“We followed the best practices laid in collaboration with the Icon Implementation team which we determined would ensure a successful community-wide launch of the MYLAO App (Icon’s Community Engagement App) for our residents and it worked beautifully”

RESULTS



Resident
Adoption of Icon

3000+

Monthly Resident
App Visits



Deemed a “Golden
Standard” Rollout