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Strategic Plan Update for GHBC Residents: Technology Priority

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Overview

- Technology Strategic Plan
 - Highlights
 - Gap Analysis
- Technology Steering Committee
- Resident Facing Topics
 - Resident IT Specialist / Wireless / Printing / Audio Visual / Point of Sale System (POS)
- “Behind the Scenes” Topics
 - Infrastructure / Cyber-Security / Team-Member Facing



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Technology Strategic Plan Development

- **Key tenants for the assessment & strategic planning process were:**
 - Enhance the quality of life for Life Plan Community Residents and Home and community-based customers with focus on:
 - Engagement within each campus, with family and loved ones, the broader world around us
 - Improve health and wellness outcomes through enhanced technology and tele-health
 - Accelerate our mission
 - Provide a return on investment by positively impacting business performance



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Technology Strategic Plan: Near Term Goals

1 – 3 Years

- Expand and formalize the role of the Tech Steering Committee
- Establish a Data Governance Model
- Establish an Analytics Framework
- Optimize Utilization of Microsoft Office 365
- Enhance Technology for Mobile Workforce
- Enhance Endpoint Security and Implement Ongoing Vulnerability Testing

Technology Strategic Plan: Near Term Goals

1 – 3 Years *Continued*

- Develop a Comprehensive Disaster Recovery Plan
- Strengthen Cyber Security Stance / Multi Factor Authentication
- Assess Electronic Health Records & Enterprise Resource Planning needs
- Provide Technology Focused Educational Courses for Residents and Members
- Improve Wireless Access
- Improve Resident Facing Systems such as Point of Sale
- Improve Audio / Visual Experiences



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Excerpt: Technology Strategy Plan

	Category	Maturity					Trend
		Ad-Hoc	Reactive	Stable	Proactive	Advanced	
People	IT governance		■ → ◆				↔
	IT support	■ →		◆			↓
Process	IT delivery		■ →	◆			↔
	Policies & procedures			■ →	◆		↓
	Cybersecurity (high-level)			■ →	◆		↔
Technology	Network & telecommunications		■ →	◆			↓
	Server, storage & backup		■ →	◆			↓
	End user & resident technology	■ →		◆			↔
	Applications & data analytics		■ →		◆		↑

Technology Steering Committee

- Interdisciplinary Team led by Addy Kusi, IT Project Manager
- Goal is to guide progress toward meeting goals set forth in the Technology Strategic Plan
- Meets monthly to assess progress and evaluate any new initiatives that have surfaced:
 - Hospice Electronic Health Records
 - Enterprise Resource Planning (ERP) system evaluation
 - Budgeting Software / Data Analytics Software

Resident Facing Technology Updates

- Resident Focused IT Technician (Victor)
 - Scheduling / Service Window
 - Survey Results
 - Classes Provided / Upcoming
 - Ongoing Communication
 - **Charges for IT Resident Technician services are budgeted to be reinstated on October 1, 2023.**

Resident Facing Technology Updates *Continued*

- Wireless
- Printing in Resident Units
- Smart Apartments
- Audio / Visual
- Point of Sale System
- Resident Input and Guidance
 - Resident Technology Groups



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“Behind the Scenes” Facing Topics

- Infrastructure
 - More systems in the cloud versus on premises
 - Upgrades to Servers, Switches, UPS
- Cybersecurity
 - Vulnerability Testing
 - Multi Factor Authentication (MFA)
- Team-Member Facing

Q&A with Residents



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