

Leading in Care: EdenHill Sets the Bar High for Quality Outcomes with Use of eBrief

The Oaks Change Makers in Skilled Nursing



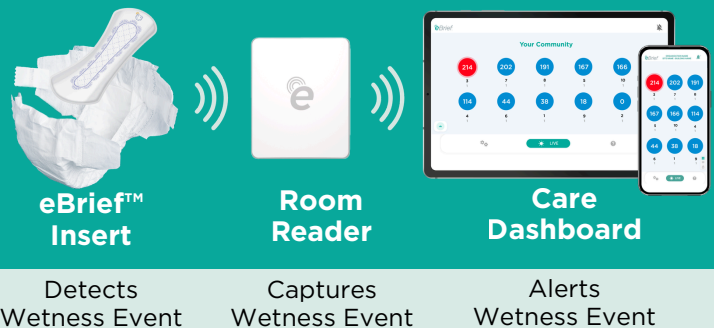
EdenHill Communities, a premier Continuing Care Retirement Community (CCRC) in New Braunfels, Texas, is dedicated to providing compassionate, high-quality care for individuals requiring long-term and skilled nursing services, with a focus on supporting residents through the complex conditions associated with aging. Dementia and other neurological conditions are common within skilled nursing settings, introducing an added layer of complexity as residents experience behavioral changes and diminished ability to communicate their needs over time.

Incontinence is one of the most prevalent and challenging conditions in this environment, affecting **over half of individuals with dementia** and up to **84% of residents in long-term care**. The true risk extends beyond bladder dysfunction and lies in the brain's reduced ability to recognize, interpret, and communicate essential bodily signals. These missed or misunderstood cues can lead to serious and costly outcomes, including infections, moisture-associated skin damage, falls, and avoidable hospitalizations.

Further compounding this issue, residents experiencing incontinence demonstrate nearly **three times the rate of behavioral disturbances** compared to those without, creating additional barriers to timely, effective, and person-centered care delivery within already complex care environments.

Like many skilled nursing communities, preventing skin breakdown, reducing bathroom-related falls, and minimizing urinary tract infections remain constant priorities that require both vigilance and coordination across the care team. Both **EdenHill's leadership team and eBrief** share a deep commitment to addressing incontinence as a primary driver of adverse outcomes in long-term care. By focusing on proactive, data-informed, and individualized care strategies, the goal is to better anticipate resident needs, support clinical decision-making, and improve both safety and quality of life.

The Solution: eBrief™ Assistive Technology in Action



Over the course of 12 weeks, **The Oaks at EdenHill** implemented the eBrief program with 15 residents living with incontinence. Using a four-week baseline comparison period, the team closely monitored key outcomes on a weekly basis. The results have been consistently impressive demonstrating measurable improvements and setting a new standard for quality and innovation in long-term care across the industry.

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Bathroom-Related Falls

The bathroom-related fall rate decreased from 60% to 0% with use of the full eBrief program.

Falls remain one of the **most serious and costly complications associated with incontinence** across the long-term care population. For residents with cognitive impairment, the risk is even greater, as falls can increase confusion, lead to non-healing or recurrent injuries, escalate behavioral challenges, and create contraindications that limit treatment options or delay necessary procedures that might otherwise be routine.

The improvement in bathroom-related falls was not driven by a single factor alone. While real-time alerts played a critical role, the broader impact came from the system's ability to elevate incontinence as a visible and actionable priority. **Increased caregiver awareness, sustained attention to toileting needs, and a more proactive approach to care all contributed to meaningful and measurable reductions in risk.**

Better Fall Outcomes



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Moisture-Related Skin Breakdown

The project achieved a 100% prevention rate of incontinence-related skin breakdown across all eBrief users.

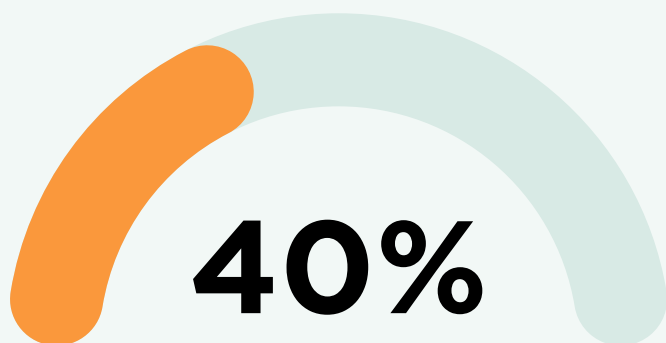
Incontinence related breakdown, despite the best of care, is limited at best due to the lack of innovation in the incontinence care practices and abilities.

eBrief changes this script taking the guess work out of the equation and allows for care teams to analyze situations for root cause much more effectively and efficiently.

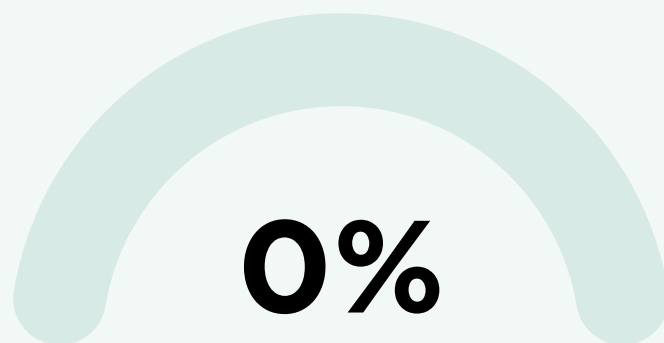
The features and benefits of the eBrief system that contributed to these positive outcomes included:

- **Real-time alerts** that minimized skin exposure to moisture by prompting timely care interventions;
- **Accurate identification of voiding patterns**, enabling more effective and personalized toileting assistance; and
- **Enhanced accountability** through data visibility, allowing any instances of staff non-compliance to be promptly identified, documented, and addressed with corrective or alternative interventions.

Better Skin Outcomes



BEFORE



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Urinary Tract Infections

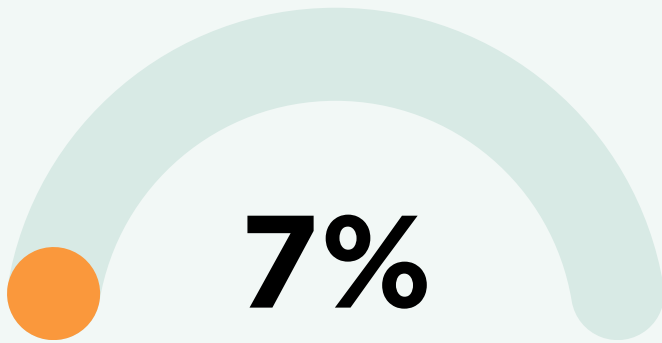
Each week on average, an incontinent resident acquired a UTI, after eBrief implementation, those same residents acquired ZERO UTIs over the span of the 12-week project.

Residents in skilled nursing settings experience **high rates of emergency department utilization**, with up to **50% of individuals living with cognitive impairment** presenting to the ED annually as compared to approximately **30% of those without**. Among these visits, urinary tract infections (UTIs) remain one of the most common discharge diagnoses, highlighting a persistent and costly challenge across the long-term care population.

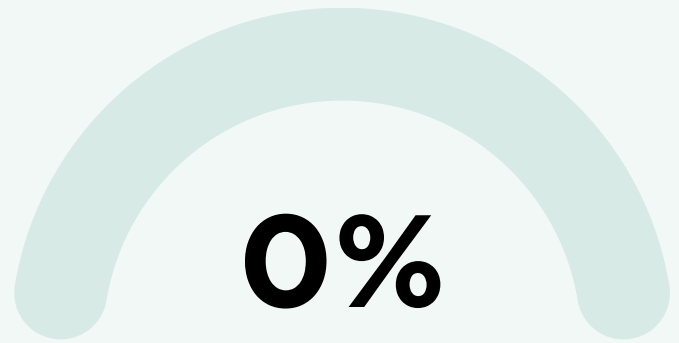
In skilled nursing environments, diagnosis is often complicated by atypical clinical presentations, chronic comorbidities, and varying levels of cognitive impairment. Many residents are unable to clearly communicate symptoms, requiring care teams to rely on observation, patterns, and clinical judgment. These complexities can delay timely diagnosis and intervention, increasing the risk of escalation and hospitalization.

Research indicates that individuals with cognitive impairment have **more than twice the odds of receiving a UTI diagnosis** compared to older adults without, making infection prevention and early identification a critical benchmark for quality outcomes in skilled nursing care.

Better Infection Outcomes



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CEO of EdenHill Communities



“eBrief is truly revolutionary...

I have been blessed to work with seniors for more than thirty years and despite many advances being made focusing on quality outcomes, the management of incontinence among our seniors remain archaic. The labor intensive and reactive approach of rounding every two hours disturbs rest and creates an environment prone to falls, increases risk for UTIs, and leads to concerning skin conditions until the introduction of the eBrief.

This program is innovative and has the capability of **producing meaningful and significant change** in the way we think about and manage incontinence. It literally transforms the way we think about and manage incontinence, moving away from a reactive to a proactive approach. Not only does this innovation place the residents in a position for better outcomes with lower fall risk, fewer UTIs and better skin conditions; it also empowers care givers to use practical approaches while providing care with dignity.”

Please visit our robust resource hub and one-stop shop
for all things incontinence at

www.eBriefCommunity.com

Where the intersection of education, industry publications, and expert
research on incontinence is more than a product;
it is a support system for any care industry.