✎ **Case Study**

How Priority Life Care Transformed Care Delivery and Team Engagement with Sage

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Modernizing Care Delivery Across the Portfolio

In early 2025, Priority Life Care (PLC) partnered with Sage to modernize care operations across its senior living communities. Leadership wanted more than a technology upgrade—they wanted a clear line of sight into how care was being delivered, how time was being used, and how those efforts translated to both resident outcomes and financial performance.

Within one month, five PLC communities went live on Sage. The results were immediate: **team member engagement reached 87%**, average **response times dropped to eight minutes**, and measurable improvements in satisfaction and accountability took hold across the organization.

Operational Result at a Glance

8-Minute Average Response Time

Communities achieved an average response time of eight minutes—60% below the 20-minute industry benchmark.

$43K in New Monthly Revenue Identified

Through improved visibility into care transitions, Sage uncovered $43,370 in recurring monthly revenue for PLC—equivalent to $184 per resident per month.

Higher Employee Satisfaction and Retention

Surveys from more than 170 managers and caregivers showed satisfaction rising from 13% to 77%, driven by easier documentation, accountability, and leadership support.

![Sage logo]

Empowering the Frontline

Before Sage

PLC's legacy nurse call system made it difficult for caregivers to document care or demonstrate accountability. Leadership lacked reliable visibility into how time was being spent, which limited their ability to support teams or address operational inefficiencies.
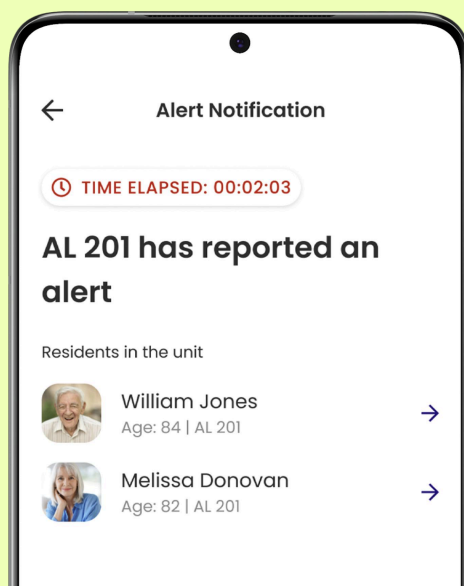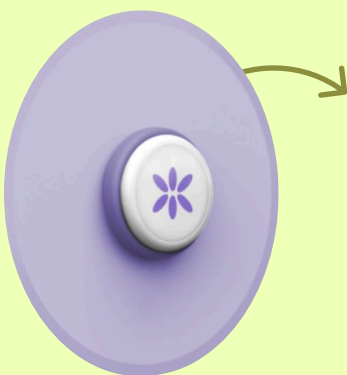
After Sage

Sage introduced **real-time alerts, mobile workflows, and transparent reporting**, giving caregivers and leaders shared visibility into every aspect of care. Documentation became simple and immediate—capturing what happened, when, and by whom—without adding administrative burden.

> "It's a great improvement over the old system and is easier to record what's needed while with the resident."
>
> **PLC Caregiver**

Real time alerts are sent to care staff

Alert Notification

⏱ TIME ELAPSED: 00:02:03

AL 201 has reported an alert

Residents in the unit

William Jones
Age: 84 | AL 201

Melissa Donovan
Age: 82 | AL 201

Shared insights provide visibility

127% ⚠
increase in Toileting requests in past 2 weeks for William Jones

2 Falls ⚠
William Jones had two falls in the last month

8 minutes 🕐
William Jones average response time for this month

Driving Engagement and Accountability

With Sage, PLC leaders could finally connect day-to-day activity with measurable performance. The platform provided actionable data on response times, workload, and resident needs, enabling managers to recognize top performers and address bottlenecks in real time. The impact was clear:

87%

of team members actively engaged with Sage

94%

of managers rated it highly for reliability and ease of use

Turning Insight into Measurable Value

As soon as PLC began using Sage Insight, leadership could see where care effort and revenue didn't line up. The data told a simple story.

Across the pilot communities, Sage surfaced **$90,948 in new monthly recurring revenue opportunities**—care already being delivered but never billed. Of that total, **$8,520 is already being captured**, delivering a 21% positive margin and proving the financial impact is real, not theoretical.

The analysis also revealed a hidden operational drain: the 10 residents triggering the most enterprise alerts required more than **150 team hours per month** of unplanned care, nearly half tied to toileting and escort assistance, two of the most time-intensive ADLs.

With this level of visibility, PLC's leadership has been able to clearly distinguish between potential and realized value, identify where time and money are being lost, and act to align staffing, billing, and care delivery—turning insights into measurable results.

21%

positive margin delivered across pilot communities

Building a Culture of Trust and Performance

The partnership between Priority Life Care and Sage illustrates what's possible when data and empathy work hand in hand. By focusing on the people delivering care, and giving leadership real-time visibility into operations, PLC created a culture where **data drives performance—and transparency builds trust**.

See What's Possible with Sage

Sage is the care platform built for modern senior living operators—uniting care delivery, data, and accountability across communities.

> "Listening to staff tell me about what Sage provides is so much more than our previous system. It gives us the ability to calm families' minds, understand our residents, and have staff accountability. There's so much of a difference between Sage and that system."

Lynda Salle
Regional Director of Operations,
Priority Life Care

Let's talk about how Sage can help you strengthen your operations.

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