



CUSTOMER STORY · SENIOR LIVING & SKILLED NURSING · FALL PREVENTION

Where residents were measured every two weeks, falls fell 19%.

How Rockport Healthcare Services used OneStep across 29 skilled nursing facilities — and found that how often you measure decides how much falls come down.

–19%

falls in facilities that measured residents every two weeks

29

facilities in the analysis, plus 5 control facilities

1 in 4

falls prevented across OneStep customers

Every building had a fall program. Not every building had the data.

ORGANIZATION

Rockport Healthcare Services

WHAT THEY DO

Skilled nursing and rehabilitation facilities

FACILITIES IN THE ANALYSIS

29 with OneStep, 5 controls

WHO USES ONESTEP

Rehab and nursing teams, facility leadership

MEASURED

Falls per facility, one year after deployment

USE CASE

Fall-risk assessment and monitoring

MEET ROCKPORT

Rockport Healthcare Services operates skilled nursing and rehabilitation facilities serving post-acute and long-term residents. Like every operator in the sector, Rockport runs fall-prevention programs in every building, and like every operator it knows what a fall costs: injury, hospitalization, lost independence for the resident, and liability and reputation for the facility.

THE CHALLENGE

Fall-risk assessments were done at admission and periodically after that, by hand, when a therapist had time. Between assessments, a resident's balance and gait could drift for weeks with nobody measuring it. Falls were counted after the fact, and there was no objective way to see which residents were declining — or to compare one building's approach with another's.

Rockport's clinical leadership wanted two things: an early signal for each resident, and proof, across facilities, that catching that signal actually changes the number of falls.

WHY ROCKPORT CHOSE ONESTEP

1 A gait lab in every hallway

A resident walks with a phone in a pocket and OneStep returns gait speed, asymmetry, double support and a fall-risk level in minutes — no wearables, no special room.

2 Alerts, not audits

OneStep notifies the care team when a resident's fall risk rises or function declines, so intervention happens before the fall rather than after it.

3 Comparable across buildings

Every facility measures the same way, so leadership can compare fall rates and measurement cadence across the whole organization.

The results

-19%

falls where most residents were measured every two weeks (13 facilities)

-13%

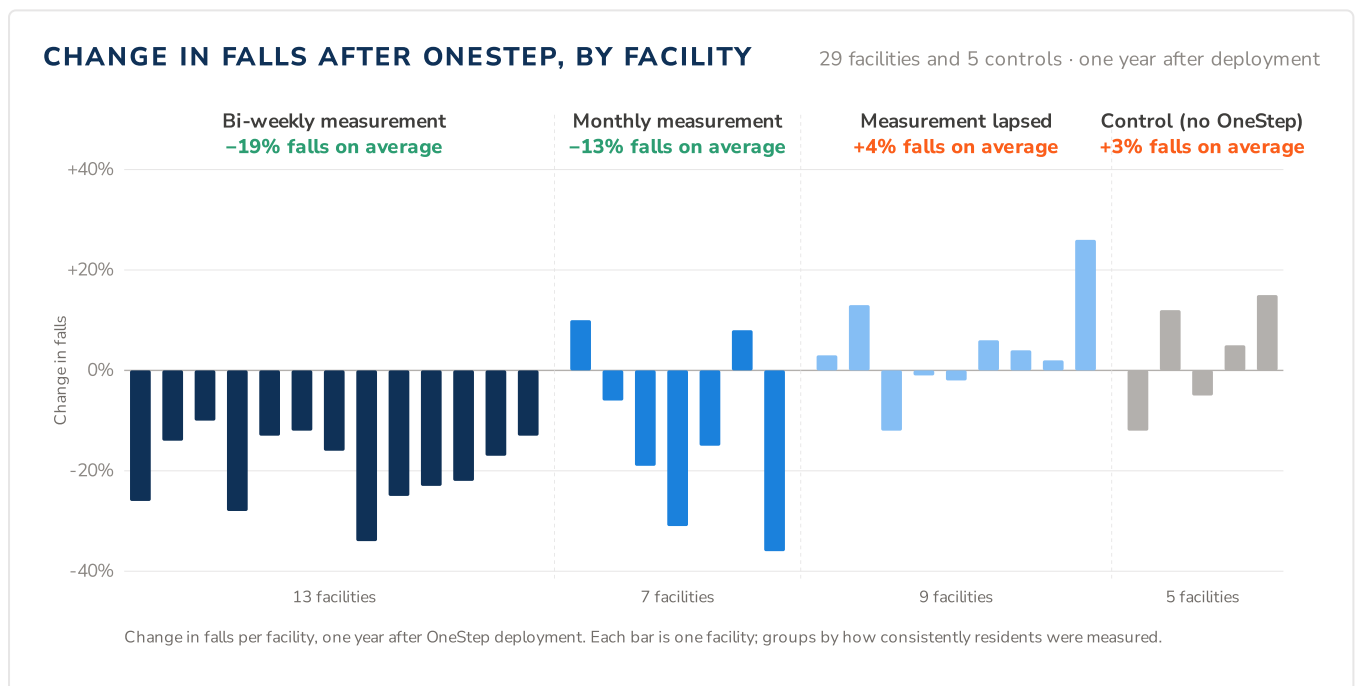
falls where most residents were measured monthly (7 facilities)

+4%

falls where at least half the residents went unmeasured (9 facilities)

One year after deployment, Rockport compared falls in every OneStep facility with the year before, alongside five control facilities that had not deployed. The result was not simply "OneStep facilities fell less." It was sharper than that: the reduction tracked how consistently each building measured its residents. Facilities where most residents were measured every two weeks cut falls by 19%. Facilities measuring monthly cut them by 13%. Where measurement lapsed, falls went up, by about the same amount as in the control facilities.

Five facilities deployed later and were analysed a year after the first group. All five landed in the bi-weekly measurement group, and all five reduced falls — by 25%, 23%, 22%, 17% and 13%.



Across all Rockport facilities with OneStep — including the buildings where use lapsed — falls decreased 8–9% in the first year.

More measurement, fewer falls

The pattern held across 34 buildings. Measurement is not a passive record; each walk recorded is a chance to catch decline early and act on it. The buildings that took that chance most often are the buildings where residents fell least.

HOW RESIDENTS WERE MEASURED	FACILITIES	CHANGE IN FALLS AFTER ONE YEAR
Bi-weekly — most residents measured every two weeks	13	19% fewer falls
Monthly — most residents measured once a month	7	13% fewer falls
Lapsed — at least half of residents not measured on a cadence	9	4% more falls
Control — no OneStep	5	3% more falls

WHAT REGULAR MEASUREMENT DOES

Catch the drift

A resident who looks steady can lose gait speed and gain asymmetry over three or four weeks. Walks every two weeks make that visible as a trend, with a fall-risk level attached.

Act the same day

OneStep flags the decline to rehab and nursing. The response is specific: a reassessment, balance exercises, a room change, a conversation with the family.

Document it once

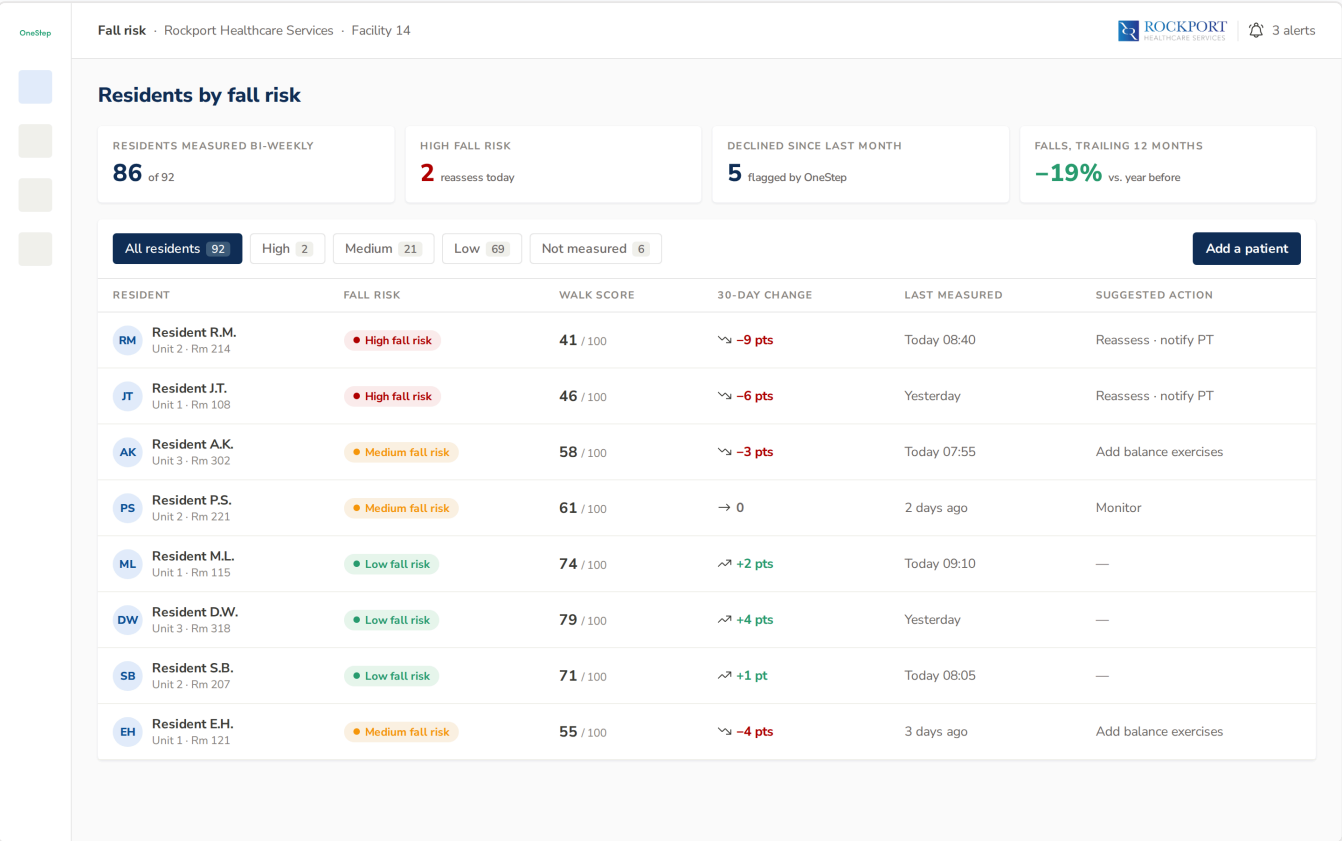
One-click progress notes carry the objective data into the EMR, saving clinicians about four minutes per note and making the fall program audit-ready.

“A resident can look steady in the hallway and still be slipping. The walk score shows us the decline before anyone sees it, and it gives my therapists something specific to act on that same day.”

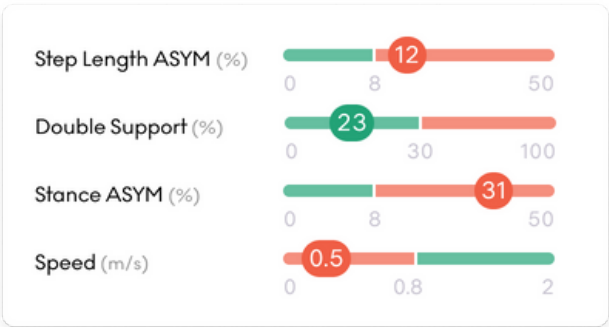
Julia Gonzales · Rehab Clinical Specialist,
Rockport Healthcare Services

What the care team sees

Each facility works from one roster: every resident's fall-risk level, Walk Score and 30-day change, who hasn't been measured, and what to do next. Leadership sees the same numbers rolled up by building.



Fall-risk roster, facility view. Shown with placeholder resident data.



The fall-risk breakdown behind each level: step-length asymmetry, double support, stance asymmetry and speed, each against its normal range.

WHY ELSE ROCKPORT'S TEAMS USE IT

- Residents** are 4.5x more engaged when they get motion feedback they can share with family and caregivers.
- Clinicians** save about four minutes per note with one-click documentation and EMR integration.
- Facilities** identify high-risk residents fast, and can compare fall reduction across buildings.



“We didn't change our fall program. We changed how often we looked. The buildings that measured residents every two weeks are the ones where falls came down — so bi-weekly measurement is now the standard we hold every building to.”

Lee Westover · Chief Clinical Officer, Rockport Healthcare Services

LOOKING AHEAD

Rockport is bringing the facilities that lapsed back to a bi-weekly cadence and using the cross-facility view to spot buildings that need support early. The goal is simple: every resident measured every two weeks, and fewer falls everywhere.

Ready to learn how OneStep can help your organization?

Email us at info@onestep.co