

CASE STUDY

How ACME Drove ROI by Aligning Ownership and Clinical Care with OneStep



This document contains **real financial information** from a OneStep Partner. To protect their identity, the partner's name has been anonymized.

Where it Started: Shared Risk, Fragmented Visibility



ACME is a large senior living organization in the United States that provides housing, care, and services for older adults. At ACME, falls weren't just a clinical event - they were a shared organizational risk. **Ownership** bore the financial, regulatory, and reputational cost of falls, while **Clinical teams** carried the responsibility of prevention, therapy, and documentation.

ACME had a reactive fall protocol in place. What they lacked was objective, shared visibility:

- Functional decline often happened between visits
- Fall risk assessments were episodic and unstandardized
- High-risk residents (especially in AL/IL) were sometimes identified too late
- Clinical teams struggled to prove early intervention value with objective data

The Goals of ACME's Leadership



-  **Improve falls-related outcomes and metrics**, to position ACME above national averages
-  **Identify decline early enough to intervene**, not just respond
-  **Align ownership and provider goals** around proactive care

“If prevention works, we need to be able to show it - clinically and financially.”

Director of Rehab at ACME

The Problem: Prevention without Alignment Doesn't Scale



ACME was facing several barriers:

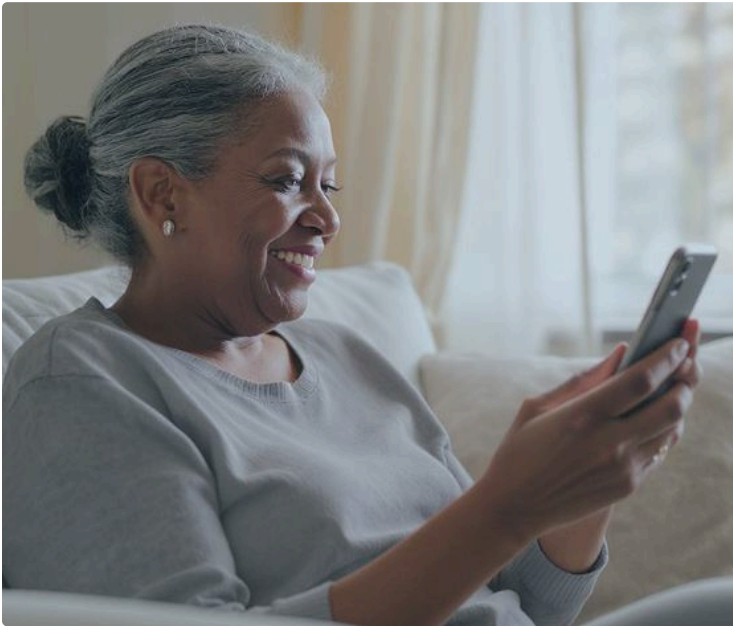
- Clinicians assessed for fall risk differently
- Providers lacked continuous insight into resident decline
- Ownership needed clearer proof of value to justify investment
- Traditional tools created a heavy documentation burden

To strengthen their falls program, ACME needed objective data that could:

- Trigger therapy referrals
- Justify continuation or extension of care
- Support defensible clinical pathways
- Demonstrate ROI to leadership

Without it, their prevention efforts would remain siloed:

- Providers acted clinically
- Ownership evaluated financially
- And ROI conversations stayed theoretical



In mid-2025, ACME introduced OneStep as a shared platform between ownership and its in-house therapy provider.

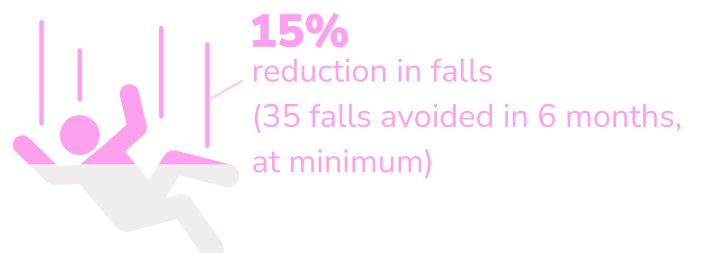
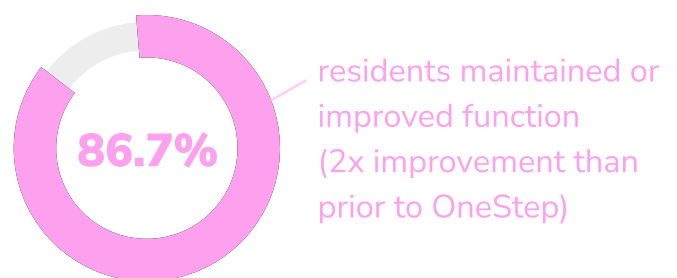
By bringing OneStep in, ACME leveraged real-world mobility data that augmented episodic assessments, allowed for earlier and more consistent resident screening, and **proactively flagged residents who were at a high risk of fall and injury.**

ACME's Clinical Teams used AI-powered insights to:

- Identify declines early
- Support therapy referrals
- Justify continuation of care
- Streamline documentation with auto-generated notes grounded in objective data

At the same time, ACME's Ownership gained:

- Visibility into prevention efforts
- Confidence in data-driven decision-making
- A pathway to align quality improvement with financial sustainability



Outcome breakdown

Clinical Outcomes

525 residents

were assessed with OneStep 2 or more times for fall risk.

86.7%

of residents assessed with OneStep maintained or improved their functional mobility.

105 residents

(20%) are now significantly less likely to fall or suffer an injury.

Operational Outcomes

4,397

Active assessments performed using OneStep.

35 falls avoided

That's 15% of 253 residents flagged by OneStep as being at high or very high fall risk, at minimum.*

1,650 mins

Saved on manual documentation, per location (that's 27.5 hours spent better).

Financial and Strategic ROI

\$4,206

Made in RTM revenue in six months alone.

236

High or very high risk residents identified early with OneStep.

\$262,500

Saved on potential costs associated with fall incidents.**



“ACME chose to introduce RTM deliberately - not to distract from quality goals, but to ensure that proactive care could eventually pay for itself.”

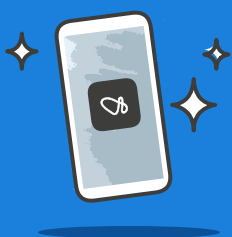
Michelle, OneStep Customer Success Manager

* CDC and NIA data suggests ~15-20% of older adults fall within 6 months

** CDC, 2023; Sorensen et al., 2022 ; Calculated as 35 x \$7,500, as indicated above.

“I was nervous to hear we’re bringing in new technology. But now I’m so happy about it. OneStep has become an indispensable part of my toolbox.”

Clinician at ACME



Ready to learn how OneStep can help
your organization align better?

Email us at info@onestep.co