

## 70% Fewer Falls

## 1 in 3 Care Plans Adjusted

## Zero Falls in April

### Achieved at United Zion with Helpany's AI-Powered Care-Intelligence Platform.

United Zion Retirement Community is a senior living community located in Lititz, Pennsylvania, offering personalized care and support focused on resident well-being, dignity, and independence.

Falls are a persistent challenge in senior care — not just for the individuals who experience them, but for the care teams, families, and operations that surround them. United Zion understood that the traditional approach, responding after a fall occurred, was no longer sufficient. Their goal was clear: build a proactive care culture where earlier insight leads to earlier intervention, and where the data driving care decisions reflects what residents actually need — not just what was documented months ago.

To address this, United Zion implemented Helpany's AI-powered fall prevention system across all their personal care (AL) units in January 2026. Helpany's radar-based device, 'PAUL,' is installed on the ceiling of each resident's apartment. Without using cameras or microphones, PAUL continuously analyzes each resident's unique motion patterns — detecting subtle shifts in gait, sleep, bathroom frequency, and sedentary behavior — and notifies caregivers when intervention may be needed. With PAUL, the team gained a 24/7 virtual caregiver assistant always on duty, giving them a level of visibility into resident well-being that had simply not existed before.

**Over the four-month observation period — January through April 2026 — United Zion reduced falls by 70% compared to their 2025 baseline. The improvement strengthened month by month. January showed a meaningful reduction. February improved further. By March, the community had surpassed an 80% monthly reduction. April closed with zero recorded falls — the lowest monthly fall count in the community's history.**

The outcomes extended beyond fall prevention. Helpany's AI-powered service plan assessment revealed that 1 in 3 care plans required realignment, meaning documented care levels no longer fully reflected residents' evolving needs and risks. Using Helpany's insights, the care team was able to proactively adjust care plans and interventions earlier, helping ensure residents received the right level of support at the right time.

Better insight led to earlier interventions. Earlier interventions led to fewer falls. And fewer falls transformed the entire culture of care.



*"We always believed the key was identifying risk earlier while maintaining the dignity and privacy every resident deserves. But seeing the impact firsthand — both operationally and clinically — has been incredibly powerful."*

*Achieving zero falls in April 2026 was a historic milestone for our community and a moment our entire team is proud of. It reflected not only fewer incidents, but a meaningful shift in how we identify risk, prioritize care, and support residents proactively.*

*With Helpany's AI-powered platform, our residents are safer, families have greater peace of mind, and our caregivers are able to work with more confidence, focus, and resilience every day."*



**Miranda Troyer**  
Director of Personal Care at United Zion

## The Role of AI in Reducing Falls



**70% fewer falls** compared to the normalized historic baseline — demonstrating the impact of earlier interventions and proactive care workflows.



**Zero falls recorded in April 2026** — a historic milestone and the lowest monthly fall count in the community's history.



**1 in 3 care plans** proactively realigned, helping ensure documented care levels reflected residents' evolving needs, risks, and condition in real time

**Disclaimer:** The outcomes reported are specific to United Zion Retirement Community and reflect the impact of Helpany's technology within that particular environment. Results may vary based on resident behavior, facility conditions, staffing practices, and other variables. While Helpany's system is designed to support proactive fall prevention and earlier intervention, it does not eliminate all risks or guarantee the prevention of every incident. The outcomes experienced at United Zion may not be representative of all communities. For best results, proper installation, consistent use, and active staff engagement remain essential to ensuring timely intervention and sustained success.