

How does COGIR Senior Living enhance residents' experience and enable more efficient care?

Discover how the Yardi Senior Living Suite helps this senior living provider empower staff, optimize their sales cycle and improve resident care.

More
efficient care

8,000
leads tracked
at a time

Seamless
integration of
new communities

Increased
move-ins

"Thank you to Yardi for their integrated solution that allows us to focus on what matters most as a senior living operator, our residents."

Benoit Levesque
Senior Regional Director
Cogir Management USA, Inc.

THE COMPANY

“Our caregivers are helping someone have a better life. Our residents need dignity, respect and to have a great experience.”

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[COGIR Senior Living](#) puts their residents first. As a subsidiary of COGIR Real Estate, COGIR Senior Living draws upon 25 years of residential and senior living management, as well as hospitality services. The company places a strong emphasis on humanity and creates environments suitable for all seniors. Their passionate

teams bring creativity, commitment and care to residents across their 17 signature senior living communities in the United States.

With their unforgettable communities spanning from Seattle to San Francisco, COGIR has built an expansive portfolio. Their unwavering drive to build more homes for

seniors — and their dedication to quality — has positioned the company as the industry leader they are today. They’ve worked to help their staff focus on what matters most — resident care. “Our focus is to give a great living experience to our residents through all the care services,” said Levesque.

THE CHALLENGE

Although COGIR arrived in the U.S. with a base model from their Canadian division, their teams were busy adapting to the local market. “We arrived in the U.S. by saying we operate from here — and for here,” explained Levesque.

At the time they established a strong U.S. foundation, COGIR’s day-to-day operations involved manual processes. From tracking leads to developing new care plans, teams across the company were navigating a mixture of paper-based and electronic systems. “When a new assessment was needed, the sales team was communicating to the clinical team without a clear structure to schedule the assessment. That process was done manually outside of any platform,” said Levesque. “Our desire was to have a structured,

seamless process for communicating between departments. We wanted to do better.”

While COGIR did have some software tools in place, each system wasn’t necessarily connected to the next. Leadership worked to unite every piece on their own using different strategies. Ultimately, the integration of the different systems — a custom infrastructure — brought new challenges. “The integration between all our moving pieces worked with some restrictions, but there was a lack of operational efficiency,” said Levesque. “Too often we were hearing, ‘I don’t know if the finance software talks to EHR’ or ‘The CRM system isn’t speaking to our finance software.’ This was bringing additional work as we needed to hand-key information, all

while ensuring the systems were communicating, on a regular basis, with no discrepancies. That wasn’t the best use of our time.”

By spending hours on these tasks each day, staff members had competing priorities. Resident care remained their primary focus, but the lack of a centralized, fully integrated solution increased the risk of unfortunate errors, heightened operational costs and continued data discrepancies. “The accuracy of that approach was not optimal,” said Levesque. “In order to maintain our excellent operational standards, we needed a completely integrated solution for the main three departments meaning CRM, finance and the care management.”

COGIR was ready for a single connected solution.

THE SOLUTION

To help their staff streamline communication and care, COGIR chose a trusted, single connected solution. The U.S. team began their journey with the [Yardi Senior Living Suite](#). “The Yardi platform was a known solution for COGIR. It’s a fantastic product,” said Levesque. The Yardi Senior Living Suite replaces disparate systems with one integrated platform combining resident care, sales, finance, business intelligence and more.

For COGIR, tools like [Voyager Senior Housing](#) drove significant change across the company. By unifying property management, finance and business oversight, the system helps COGIR’s teams gain real-time visibility. “When we apply a payment to a payer profile, invoices are immediately posted in our financial results,” explained Levesque. “We’re able to track and monitor

our results live, so there’s a lot less labor work.” As a comprehensive solution, Voyager also helps COGIR turn these results into detailed reports. “Our reporting structure has also been enhanced since Yardi,” said Levesque. “We now have a better understanding of our expenses, and we have a faster and more flexible way to do any type of financial analysis.”

With [RentCafe Senior CRM](#), the sales team is able to nurture leads faster and more efficiently. That’s because data instantaneously flows between sales, community managers and caregivers, eliminating redundancies and establishing an orderly process for turning prospects to residents. “With Yardi, we can train our sales team to schedule the assessment that a nurse will be performing,” explained Levesque. “That nurse

is able to login and perform the assessment on the prospect, with the basic demographic information available from CRM. There’s no need to reenter or retype the information again. This built-in tool is a wonderful feature.” The new-and-improved process is possible due to the integration between RentCafe Senior CRM and Yardi EHR. “Before, we had key team members that struggled to communicate to coordinate this very important process,” said Levesque. “Now, everything speaks to each other through a unified tool that integrates the needs and priorities of each department.”

On the care side, [Yardi EHR](#) helps COGIR’s staff work more efficiently, which allows them to spend more time with residents.

THE SOLUTION

The full-service electronic health record solution provides customizable dashboards and comprehensive reports at the click of a button. “The Yardi EHR dashboard is a tool we use every day, multiple times a day,” said Levesque. With electronic point-of-care charting and simplified record keeping, caregivers can streamline their day-to-day tasks and give residents the time they deserve.

Care benefits are enhanced further with [Yardi eMAR](#), which helps COGIR with medication management. The solution facilitates seamless communication between COGIR and pharmacies, eliminating inefficiencies and associated errors. “Due to the integration, the pharmacy can track and monitor any orders,” said Levesque. “There’s a lot that we can do from that standpoint.” eMAR

also helps COGIR coordinate with medical providers outside of their communities. “When a resident visits the hospital or their primary care physician, we’re able to communicate with them in a clear context around any previous health conditions,” said Levesque. “It gives a big reduction in errors.” Improved communication between care providers and COGIR’s internal teams is made possible with information flowing on an accessible platform. “My clinical team can remotely audit, inspect and validate that the right practices are being done on a regular basis,” continued Levesque.

With every tool working together on a connected platform, the Yardi Senior Living Suite eliminates unnecessary errors. This is crucial for COGIR. “If there’s one department that

doesn’t have the luxury of making an error, it’s care services. Our care services are excellent and we’re proud of that,” said Levesque. Yardi ensures COGIR’s data is centralized and precise, an improvement from when the company relied on disconnected systems and paper-based processes. “Everything brings accuracy and controlled Information into the system, as we don’t have paper documents that get misplaced,” said Levesque. Leadership also benefits from faster operations, including a speedier billing timeline when integrating new properties. Translating a previous operator’s financial charges, and bringing resident demographics into the system, can be achieved quickly and efficiently.

THE RESULTS

"Thank you to Yardi, as we can now focus more than ever on the quality and the compliance of care. Our residents are the ones benefiting most from this better solution."

Benoit Levesque
Senior Regional Director
Cogir Management USA, Inc.

The Yardi Senior Living Suite helps COGIR's communities stay in sync.



**MORE
EFFICIENT CARE**

ENHANCED RESIDENT SERVICES

Rather than devoting hours to manual reporting and assessments, caregivers can work from an electronic platform built for their exact needs. The company's care staff saves time on administrative tasks each day — time that's now spent caring for residents.



**8,000 LEADS
TRACKED AT A TIME**

SEAMLESS SALES CYCLE

Now that COGIR has an automated method for tracking leads, scheduling assessments and gathering key data, turning prospects to residents has become second nature. Plus, Yardi protects COGIR from potential errors as they move prospects through the cycle. "Because the system is well built, it allows us to ensure we have safety, compliance, sustainability and continuity," said Levesque. COGIR now tracks roughly 8,000 active leads, reviewing exactly where they are in the sales cycle.



**SEAMLESS
INTEGRATION OF
NEW COMMUNITIES**

SPEEDIER GROWTH

Before Yardi, bringing new communities up to speed was a time consuming process at COGIR. Now, they're equipped to acclimate new properties quickly. "With a recent integration, we were quickly able to perform the entire billing for the month with perfect accuracy," said Levesque. "Becoming fully integrated was seamless due to how well Yardi works." The company now onboards new communities in a timely manner, allowing staff to focus on residents right away.

THE RESULTS

"Team Yardi is very responsive, knowledgeable and solution-oriented. I've never heard, 'Sorry we can't do that.' Instead, I hear, 'Let me figure it out. It may not happen tomorrow, but I'll work on this and get back to you with a solution.'"

Benoit Levesque
Senior Regional Director
Cogir Management USA, Inc.



INCREASED MOVE-INS

HIGHER OCCUPANCY

With empowered staff members and streamlined processes — achieved with help from the Yardi Senior Living Suite — COGIR has raised their level of excellence across the board. As a result, they've increased their average number of move-ins. Yardi helps COGIR track this growth in real time.

"If we need an occupancy report, with a couple of clicks, we have it," said Levesque.



INVESTING IN THE FUTURE

EVOLVING SOLUTIONS

As the senior living industry is ever-evolving, COGIR trusts their software solution will keep pace. "Yardi shapes the solution to our needs," said Levesque. "Given COVID-19, Yardi created custom tables within hours — giving us the ability to track or identify key information. Now within seconds, we can track symptoms and report vaccination rates. It's pretty phenomenal."

The **Yardi Senior Living Suite** eliminates the gap between senior living property management and clinical services, giving providers everything needed to manage their communities. Learn how Yardi can help transform the way you provide care.

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