

# R3: *Right Care, Right Place, Right Time* Effectively Integrating Senior Care and Housing

The Right Care, Right Place, Right Time initiative – known as R3 – integrates wellness teams into senior housing communities, supporting residents to proactively manage health and linking housing and care. It was created by Hebrew SeniorLife, a Boston-based nonprofit senior services provider and Harvard Medical School affiliate.

## The Goal

Improve lives,  
reduce costs, and  
help seniors stay  
independent and  
at home longer

## Key Components

- Onsite wellness coordinator and nurse
- Focus on proactive engagement
- Risk stratification and closing the gap on service needs
- Eyes-on approach, leveraging congregate housing model
- Reduction in unnecessary health care utilization

Winner of the Pioneer Institute 2017  
Better Government Competition and  
The John A. Hartford Foundation 2021  
Business Innovation Award



*"I have the sense that for almost any physical or medical problem, I've got somebody to talk to... being checked in with regularly does feel good."*

## Proven Impact

**-16%**

decline in inpatient hospitalization rate

**-22%**

decline in 30-day hospital readmission rates

**-19%**

decline in trips to the emergency room

**-25%**

decline in total days admitted to a hospital per resident

**+90%**

of identified service needs met

**+87%**

would recommend the program to a friend

## Why Bring R3 to Your Community?

### Improve the health and well-being of older adults so they can live their best lives

- Increased access to preventive care
- Improved health outcomes
- More days at home
- Increased ability to maintain independence

### Advance population health and innovative approaches

- Partner with health care providers and payers to efficiently deliver care in congregate settings
- Contribute to the body of evidence supporting the importance of integrating care and housing
- Prove the value through outcomes measures
- Reduce unnecessary health care spending by supporting senior wellness and shifting to a proactive model of care

### Improve staff satisfaction and efficiency

- Fewer crisis situations
- Stronger communication with the health care system and providers
- Better transitions
- Fewer unit turnovers



## How Hebrew SeniorLife Can Support You

Hebrew SeniorLife can consult on planning and implementation or provide full service staffing and rollout of the model. This may include readiness, planning, staffing, training, partnership development, and ongoing model integrity monitoring.

Through our four-year demonstration program we have developed tools, best practices, and a replication guide to assist others in successfully integrating senior housing and care. Now, we're eager to support providers to bring the program and its benefits to their communities.



## For More Information

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