



CareAgents by K&B

CASE STUDY | Senior Living Provider

A CAREAGENTS AND WOUNDROUNDS SUCCESS STORY

EXECUTIVE SUMMARY

A skilled management healthcare agency operating in two states was looking for a way to provide excellent wound care and store documentation all in one place. CareAgents recommended WoundRounds, a mobile wound care and documentation platform that helps care teams automate pressure injury prevention, reducing hospital readmissions. After deploying the technology, the client saw an 88% reduction in pressure injuries, a 72% cut in treatment costs, and a significant decrease in risk exposure for wound claims.

CHALLENGE

Pressure injuries are misunderstood in terms of where they come from, how they evolve, and what risk factors make residents susceptible to them. Pressure injuries lead to increased exposure to litigation and leave senior living communities responsible for educating residents and family members on the standard of care for pressure injuries. With multiple skilled nursing facilities across several states, the provider needed a solution that delivered both clinical improvement and liability reduction.

SOLUTION

A strategic partnership with CareAgents and WoundRounds - a wound management platform that combines timely mobile documentation, wound photography, and analytics thereby reducing acquired wounds and improving care protocols.

RESULTS

In just over two years, the skilled management healthcare agency experienced:

- Facility-acquired pressure injuries decrease by 88% across eight locations.
- Estimated monthly treatment costs drop 72%, comparing June 2023 to July 2025.
- Advanced pressure injuries (stage III, IV, and unstageable) decline by more than 80%.
- Litigation exposure and claims frequency reduce significantly, improving both patient outcomes and customer satisfaction.

Even more compelling, when comparing the first 13 months of WoundRounds use to the most recent 13, the facilities saw a 62% reduction in both total and new facility-acquired injuries - concrete proof that the technology is improving long-term risk performance.

With this proven success, the skilled management healthcare organization has greenlit WoundRounds deployment across all 62 of its skilled nursing locations, spanning 5 states. By integrating clinical technology with proactive insurance planning through CareAgents, the operator has delivered results that lower total cost of risk and support better care outcomes.

BECOME AN APPOINTED BROKER

CareAgents and its partners are reshaping the senior living industry with leading technological solutions that track and manage key loss drivers, including falls and pressure injuries. Learn how to become an appointed broker by contacting Bryan Baird at 571-250-6191 or bbaird@kbspecialtyins.com.

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