

SURVEY EBOOK

# New Tech Adoption in Senior Living 2026



PointClickCare®

 SENIOR HOUSING NEWS

# Tech-Driven Wellness in Senior Living Enters a New Phase

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Technology adoption in senior living is no longer just about operational efficiency, it's becoming a defining factor in how communities support resident wellness and long-term health. This year's survey data shows a clear evolution in provider mindset, from reactive modernization to proactive, outcomes-focused strategies.

In partnership with PointClickCare, Senior Housing News conducted the New Tech Adoption In Senior Living 2026 survey during January 2026. The results offer a snapshot of how operators are refining their tech priorities in response to shifting expectations from leadership teams, frontline staff, and residents and their families.

Senior Housing News is proud to share these findings, which reflect how technology is reshaping the future of aging, care delivery, and quality of life in senior living communities across the country.



**Tim Regan**

Editor, Senior Housing News

## A Foreword from PointClickCare®

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Today's senior living operators are being asked to help residents sustain independence and quality of life. As this year's New Tech Adoption in Senior Living survey shows, technology is increasingly viewed not just as an operational tool, but as a strategic enabler of resident wellness and long-term outcomes. Our 2026 findings highlight a growing emphasis on prevention, early risk identification, and stronger care coordination, even as organizations navigate budget pressure and staffing constraints.

As expectations around resident wellness evolve, providers and technology partners must look beyond basic efficiency and documentation. The survey data suggests that operators are seeking better ways to recognize changes in resident health early and respond with timely, informed action. Achieving this requires connected systems, reliable data, and tools that fit naturally into care team workflows. It also requires technology that supports uniform care delivery regardless of who is on shift, particularly in environments facing turnover and workforce variability.

In senior living, technology can be a catalyst for greater clarity, stronger coordination, and renewed confidence in care delivery. When information is easy to access and act upon, teams can shift their focus from managing systems to empowering residents to maintain independence and well-being. This report reflects an industry making steady, thoughtful progress toward that goal.



**Julia Rizhevsky**

Vice President, Product Management – Senior Care & AI Strategy  
PointClickCare

## Executive Summary



This marks the second consecutive year Senior Housing News and PointClickCare have conducted this research, allowing for meaningful year-over-year comparisons across evolving technology priorities and investment patterns. Over 80 professionals contributed to the insights in this survey report, all of whom work for organizations that serve the senior living and care industry. Of these communities, the most prevalent care levels were assisted living and memory care, with 68% of organizations offering assisted living, 45% providing memory care or independent living, and 26% offering skilled nursing. **Within this respondent group, 55% serve as C-suite executives, owners, VPs, and directors, each sharing their perspective on how senior living organizations are:**

- **Investing in technology that proactively supports resident wellness, care coordination, and health span improvement.**
- **Expanding the use of AI, predictive insights, and data tools to drive more personalized and preventative care delivery.**
- **Navigating budget and staffing constraints while elevating expectations around reporting, integration, and resident outcomes.**

With more than half of respondents serving in VP-level or executive roles, the findings reflect strategic decision-making perspectives, not just operational sentiment. This leadership-weighted sample provides a clear view into how senior living organizations are prioritizing technology at the highest levels of the decision chain.

# Why 2026 Marks a Turning Point for Senior Living Technology

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The shifts reflected in this year's findings are unfolding against a backdrop of rising resident acuity, ongoing staffing shortages, increased regulatory scrutiny, and sustained margin pressure across the industry. Operators are being asked to deliver higher-quality outcomes, stronger reporting transparency, and more personalized resident experiences without significantly expanding headcount or budgets.



In this environment, technology is no longer viewed as incremental support for operations. It is increasingly positioned as the infrastructure that enables prevention, efficiency, measurable outcomes, and competitive differentiation. The 2026 data reflects this broader recalibration in how senior living leaders evaluate and prioritize their tech investments.

# Summary of Key Findings

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## 1. The Prevention Imperative Is Reshaping Senior Living's Tech Strategy

Seventy-one percent of respondents ranked risk monitoring and predictive insights among their top wellness priorities, the highest of any category. This signals a shift from reactive care toward prevention-first strategies, with operators investing in tools that surface early warning signs and enable proactive intervention. In 2026, technology is evolving from a reporting function to a safeguard for operations and resident care.

## 2. Efficiency, Outcomes, and Experience Define 2026 Tech Priorities

This year's top-ranked opportunities for technology adoption reflect a more holistic strategy around operational efficiency, resident health outcomes, and enhanced experience. Together, they highlight a move toward tools that serve both care teams and residents, creating environments that are smarter, more responsive, and wellness-centered.

## 3. Barriers Are Stubborn, But Provider Mindsets Are Shifting

Budget constraints and staff training remain persistent challenges year over year. However, the 2026 data shows more providers are embracing tech's strategic role, despite limitations. Rather than wait for perfect conditions, operators are investing in tools that align with their long-term wellness goals and operational maturity.

## 4. Reporting Expectations Are Rising, And Many Tools Aren't Keeping Up

The inaugural 2025 survey responses reflected growing dissatisfaction with tech vendor performance, especially those that were not purpose-built for senior living. This year, we see that dissatisfaction evolving into more defined expectations. Providers now want integrated dashboards, predictive alerts, and easier access to resident-level insights that drive action. The "source of truth" expectation is no longer optional; it's required.

# Summary of Key Findings

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## 5. AI is Moving Closer to the Resident

Last year's report data revealed AI use cases leaned heavily toward operations and efficiency. In 2026, providers are focused on AI for care personalization, early risk detection, and enhanced communication. This pivot points to a new chapter where AI is at the point of care, quietly shaping resident experience.

## 6. The Tech Stack Is Expanding Beyond Traditional Care Settings

Compared to last year's heavier focus on resident care tools, 2026 results show communities are now layering in dining, lifestyle, and family engagement platforms to round out the resident experience. Operators increasingly see wellness as something delivered not just in the care room, but throughout the living environment.

## 7. Budget Growth Has Flattened, but Tech Goals Haven't

While the 2025 report saw a surge in budget increases, 2026 shows a leveling off. But the ambition hasn't

slowed. Leaders are aiming to do more with less, prioritizing integrations, ROI clarity, and aligned outcomes over flashy innovation. Wellness remains the lens through which success will be judged.

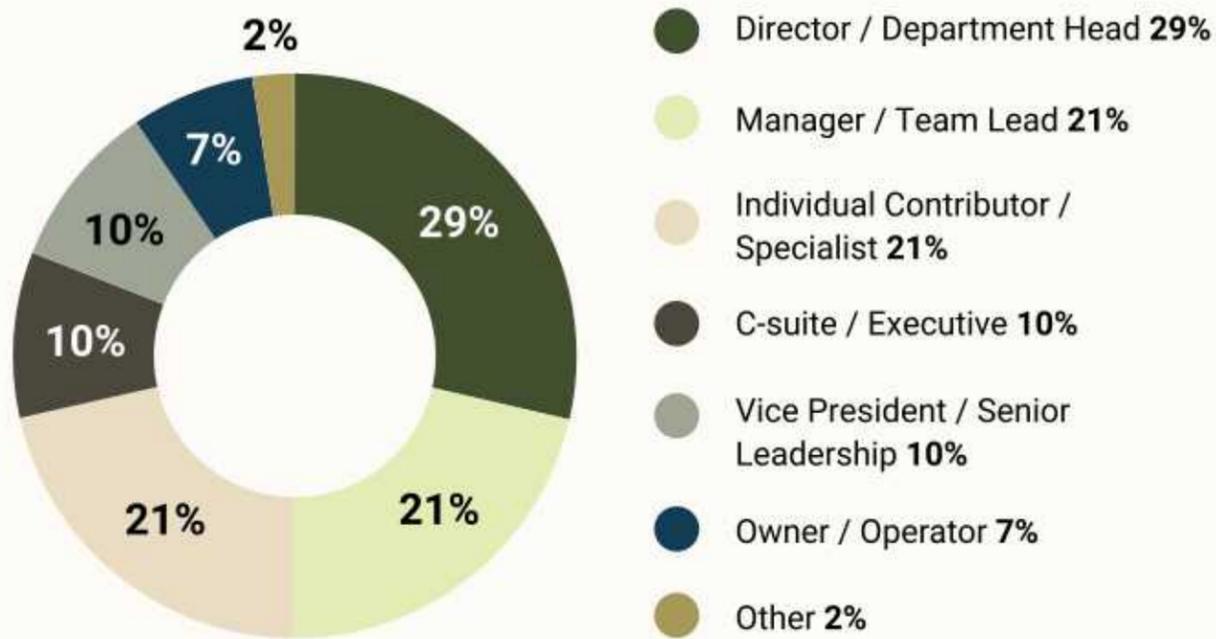
## 8. Strategy and Operations Must Move in Lockstep

Responses across leadership and frontline roles suggest a dual focus on strategic growth and operational execution, highlighting the need for technology strategies that support both long-term differentiation and day-to-day impact.

## 9. Smaller Providers Are Betting Big on CRM and Resident Outcomes

Organizations with 10 or fewer communities made up the majority of responses and showed strong intent to invest in CRM and wellness tracking tools. While larger orgs may have broader tech stacks, smaller players appear focused on tools that drive engagement and measurable health outcomes.

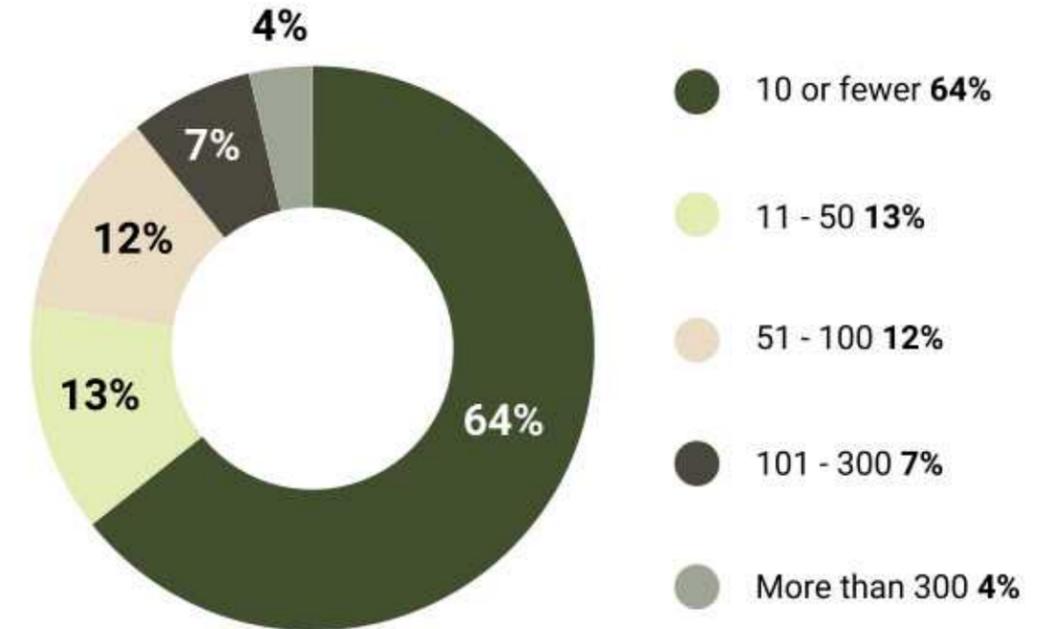
Which of the following best describes your **decision-making** level?



**The Majority of Respondents Hold Leadership-Level Decision Power**

Over **60% of respondents** identified as VP level or above, offering insights from professionals directly involved in strategic tech decision-making.

How many **communities** does your organization operate?



**Most Respondents Represent Smaller Organizations**

**More than half of survey participants** work for organizations operating 10 or fewer communities, providing a snapshot of how smaller senior living providers are approaching tech adoption in 2026.

**STRATEGIC CONSIDERATION**

Effective technology strategies often require alignment between executive priorities and frontline realities. Involving operational stakeholders early in evaluation and implementation efforts may improve adoption and long-term impact.

Rank the top 3 opportunities for **new technology adoption** heading into 2026, with the top being most significant:

Increasing operational efficiency	102
Improving resident health outcomes and reducing hospitalizations	101
Enhancing the resident experience	88
Driving revenue growth	68
Reducing administrative burden	57
Increasing occupancy	32
Strengthening care collaboration partnerships	28
Improving staff satisfaction	28

**Efficiency, Health Outcomes, & Resident Experience Are the Top Tech Opportunities**

Increasing operational efficiency ranked as the top opportunity for tech adoption in 2026, followed by improving resident health outcomes and reducing hospitalizations, and enhancing the resident experience.

**STRATEGIC CONSIDERATION**

Technology investments in 2026 may be most effective when evaluated across three dimensions: operational efficiency, measurable health outcomes, and resident experience. Initiatives that contribute to more than one of these areas are more likely to support long-term organizational performance.

Rank the top 3 areas where **technology can improve resident wellness**:

Risk monitoring, and predictive insights	128
Collaboration and communication with care partners	117
Data and analytics for care planning	114
Maintaining comprehensive resident records	80
Personalized wellness plans	64

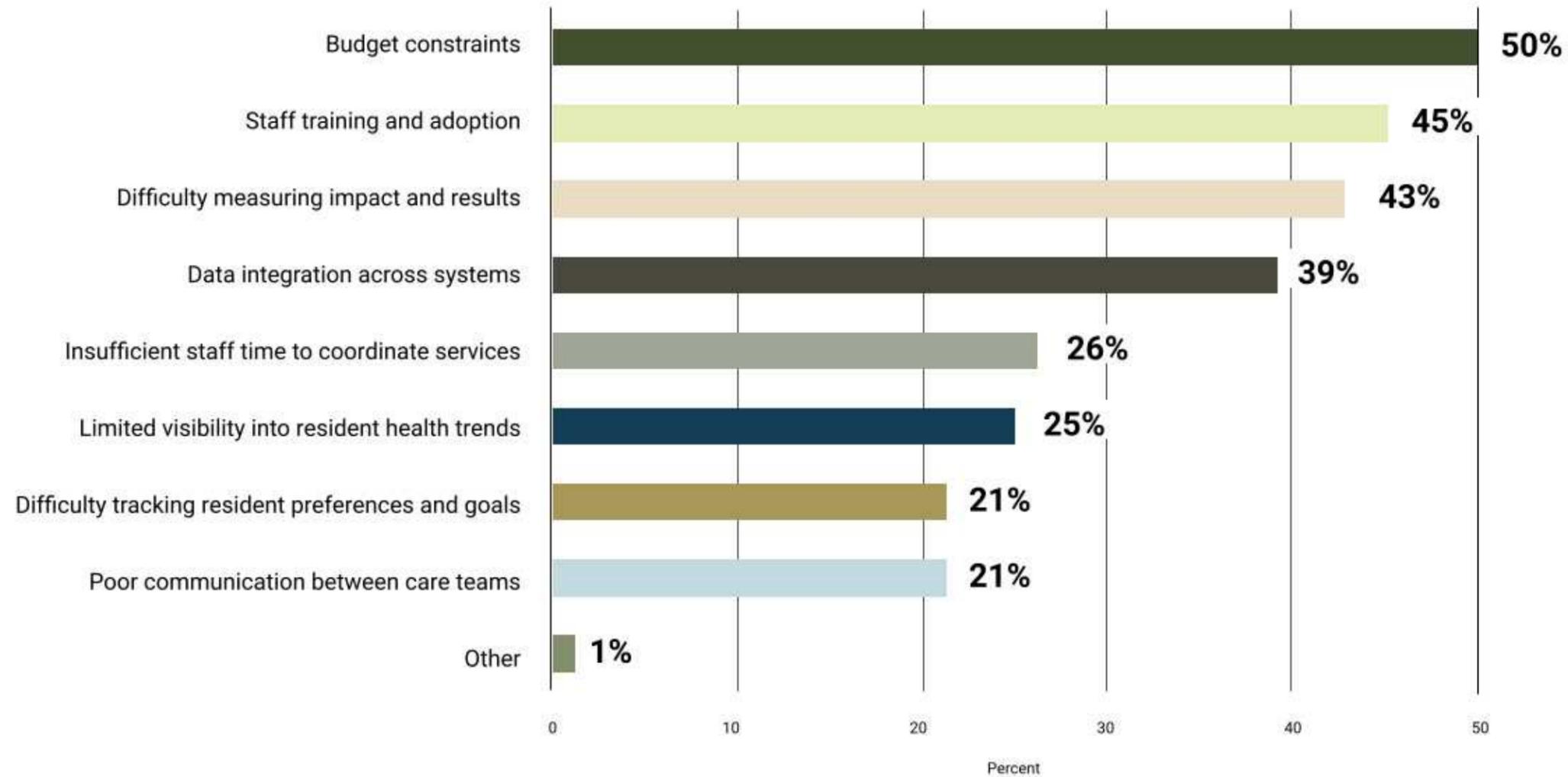
**Risk Monitoring and Predictive Insights Lead Wellness Use Cases**

When asked how technology can improve resident wellness, respondents ranked risk monitoring and predictive insights as the top area, followed by care partner communication and data-driven care planning.

**STRATEGIC CONSIDERATION**

Organizations prioritizing risk monitoring should evaluate whether their systems enable timely visibility into early warning indicators across teams. Prevention strategies tend to be more effective when information flows seamlessly between operational, reporting, and resident care functions.

What are your organization's largest barriers to improving resident wellness through technology? (Select up to 3)



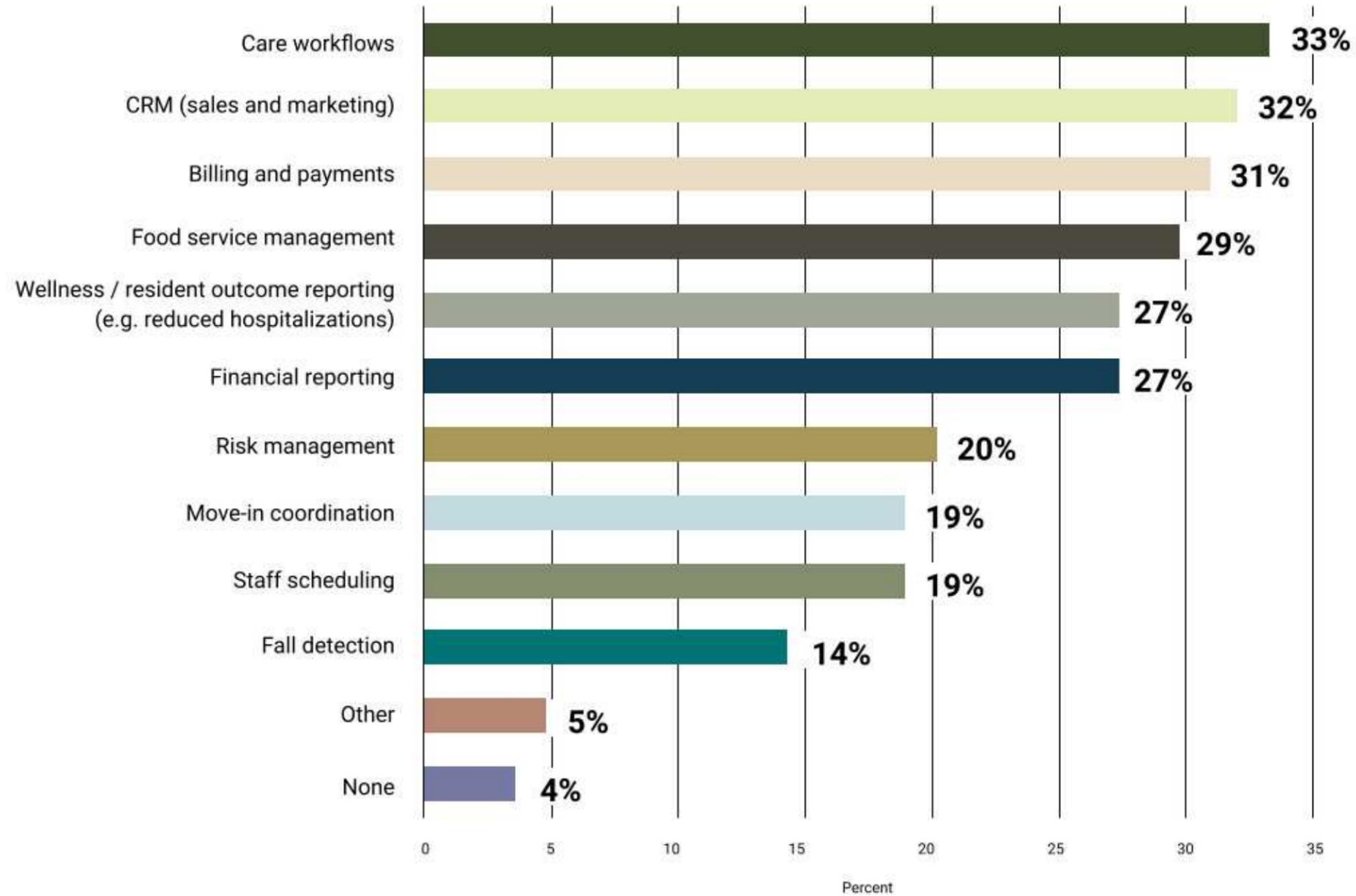
#### STRATEGIC CONSIDERATION

Rather than postponing adoption due to budget or training constraints, organizations may benefit from phased implementation approaches that prioritize high-impact use cases first, building measurable progress and internal confidence over time.

#### Budget, Training, and Measurement Are the Top Wellness Barriers in 2026

Half of respondents cited budget constraints as a key barrier to improving wellness through technology. Staff training, difficulty measuring results, and data integration were also frequently cited.

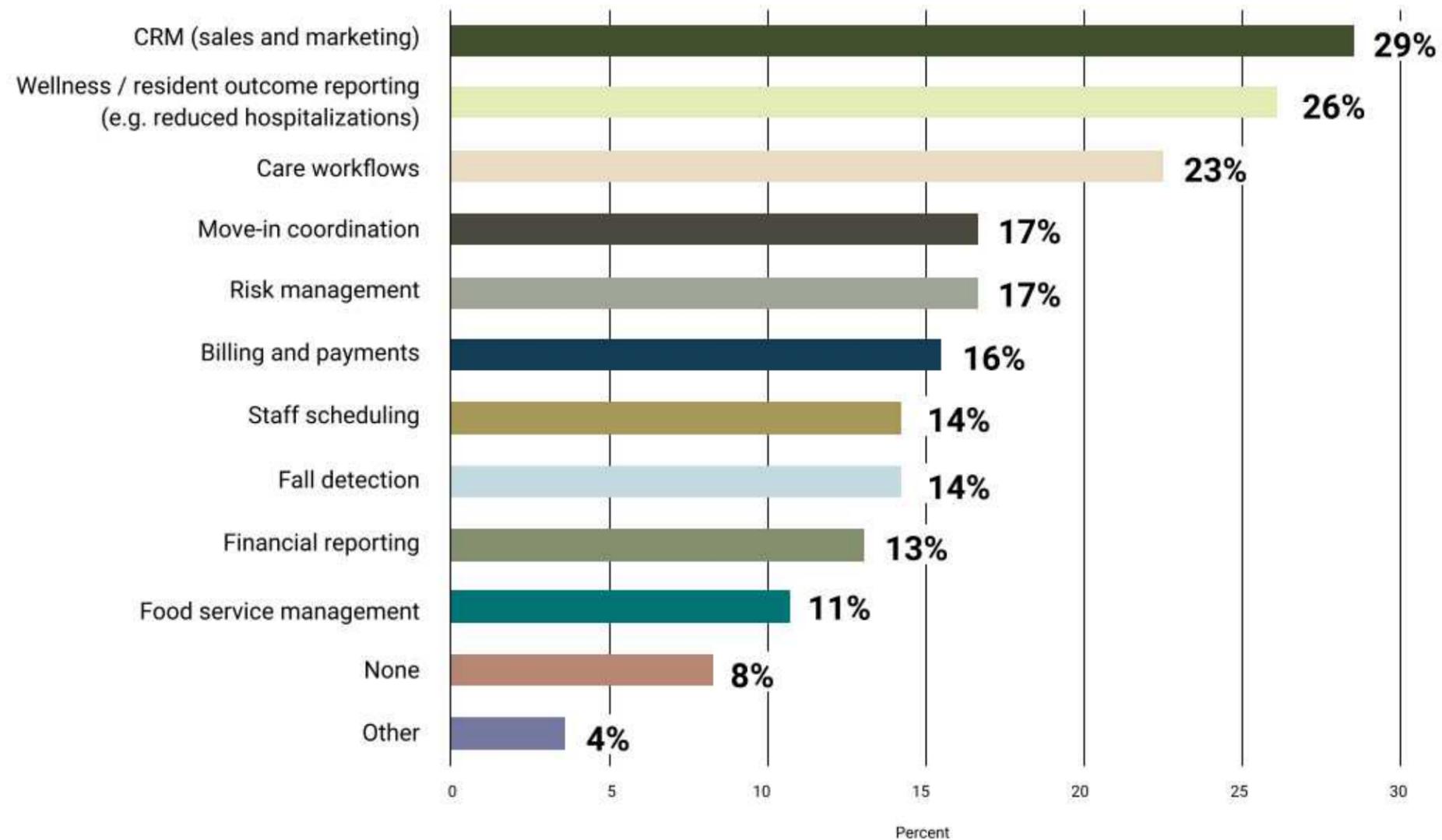
Which of the following areas of your operations is technology creating the most significant positive impact? (Select up to 3)



### Care Workflows and CRMs Deliver the Most Positive Impact Among Ops Technologies

Care workflows, CRM, and Billing were most frequently selected as areas where tech has had a meaningful impact in operations.

In which of the following tech categories do you plan to **increase your investment** in 2026? (Select all that apply)



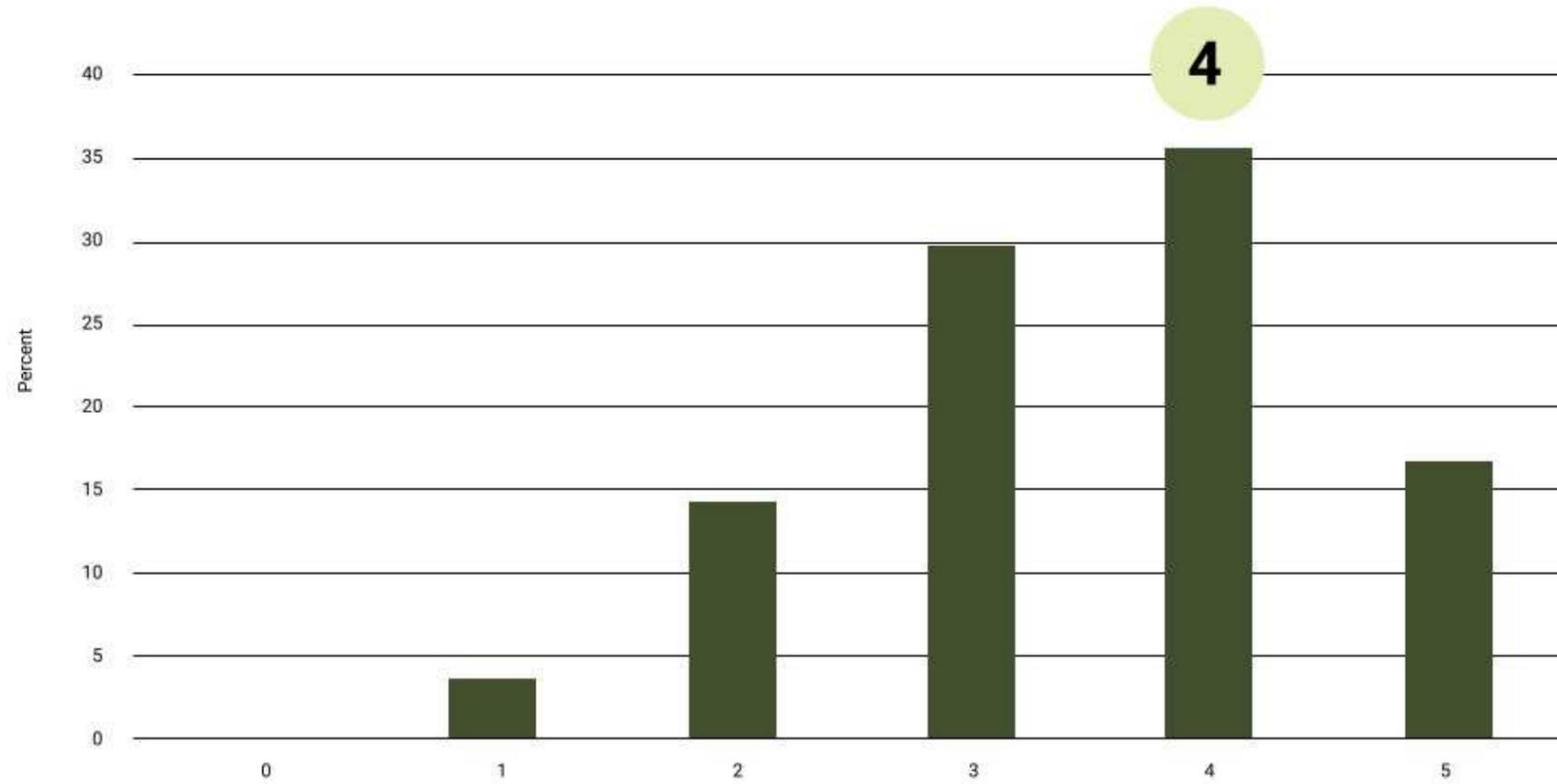
**STRATEGIC CONSIDERATION**

Organizations of all sizes may benefit from maintaining clarity around priority investments. Focused decision-making within defined strategic areas can help prevent resource dilution and support measurable progress.

**CRM and Wellness Reporting Will See the Greatest Investment As 2026 Takes Shape**

CRM platforms and wellness outcome tracking lead the list of 2026 tech investment priorities, followed by care workflows and move-in coordination platforms.

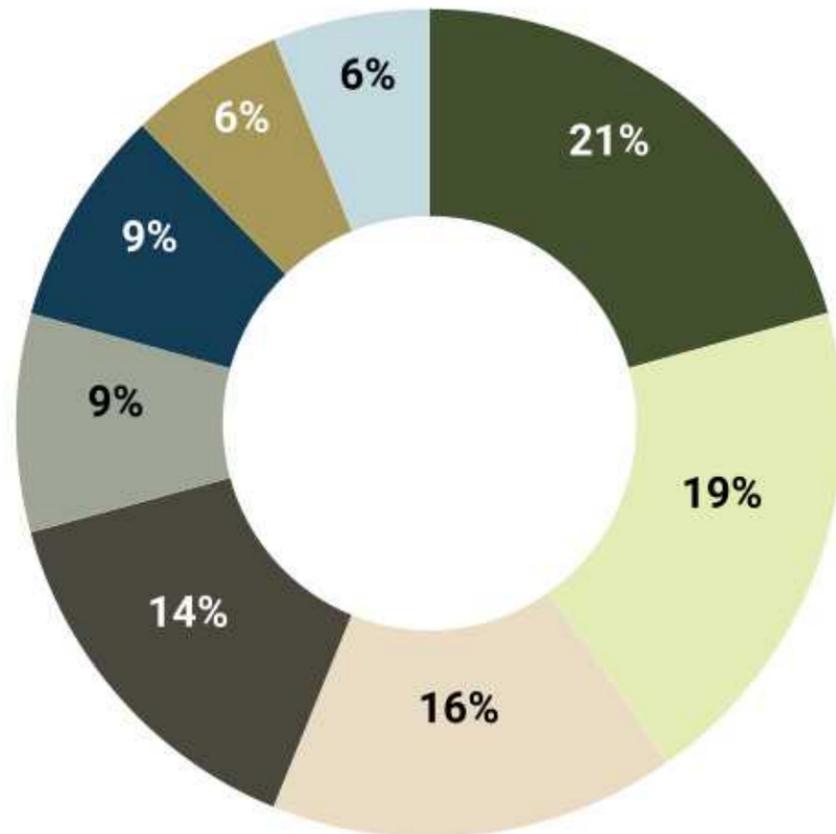
How satisfied are you with the **insights provided** by your current reporting tools? (Scale of 1-5, with 5 being very satisfied)



### Satisfaction with Reporting Tools Remains Mixed

The majority of respondents scored their current reporting tools between 3 and 5 on a 5-point satisfaction scale, suggesting moderate room for improvement.

What would most improve your satisfaction with reporting tools?



- Easier-to-use dashboards for non-technical staff **21%**
- Real-time alerts for important changes or risks **19%**
- Greater confidence in data accuracy and consistency **16%**
- Integrated data, a single source of truth **14%**
- Clearer visibility into census, occupancy, and staffing trends **9%**
- Predictive analytics **9%**
- Customizable reports by role or community **6%**
- More interactive, actionable insights **6%**

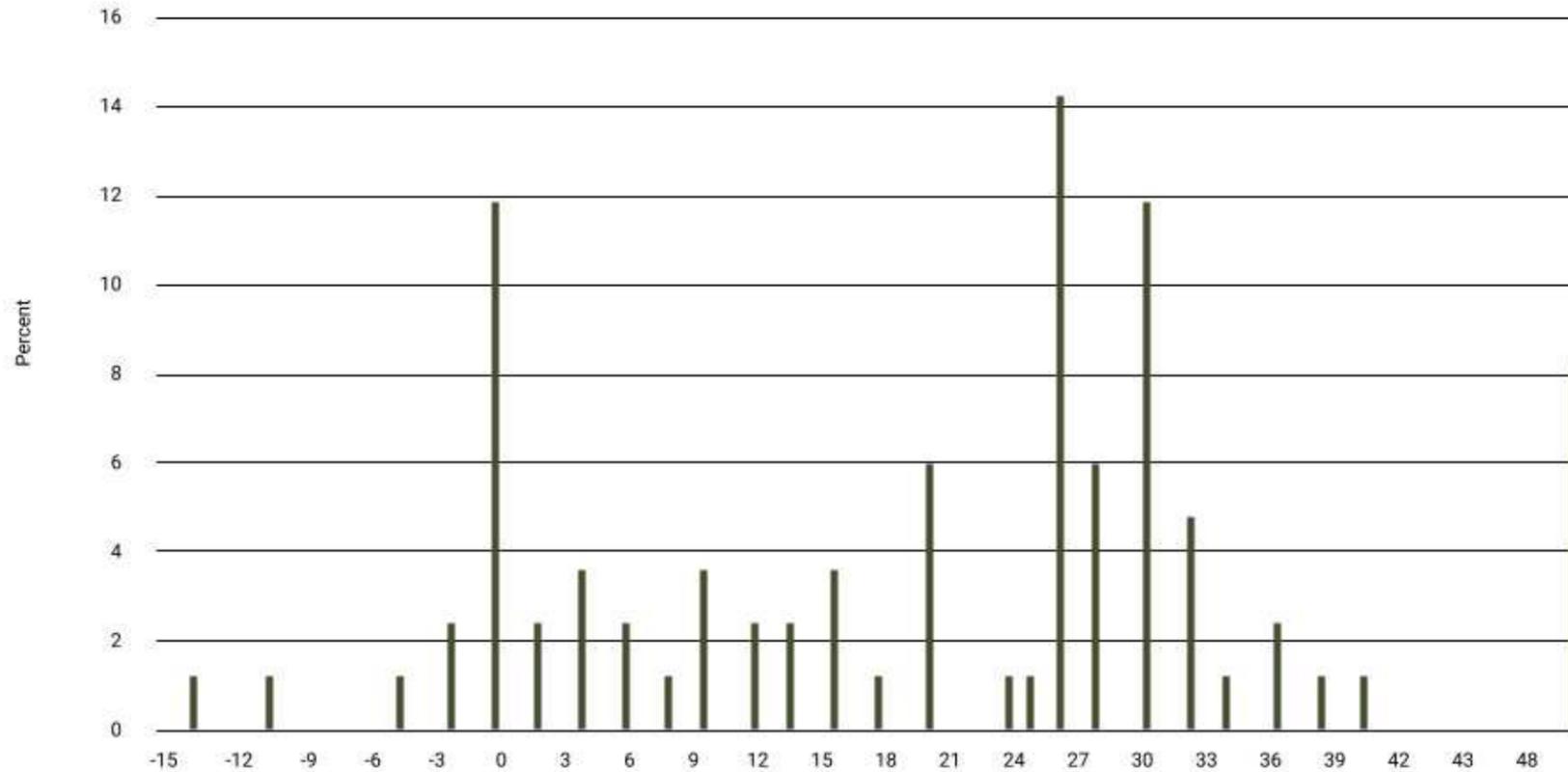
**STRATEGIC CONSIDERATION**

As reporting expectations rise, leaders may want to assess whether their tools provide role-specific visibility, real-time alerts, and consistent data across systems. Improving accessibility and trust in reporting outputs can strengthen decision-making at all levels of the organization.

**Easier Dashboards and Real-Time Alerts Could Drive Satisfaction with Reporting Tools**

Respondents want easier dashboards for non-technical users and more real-time alerts. Confidence in data accuracy and integrated reporting were also popular improvement areas.

To what degree is your organization planning to adjust its technology budget for 2026 relative to 2025?  
(Increments of 25%)



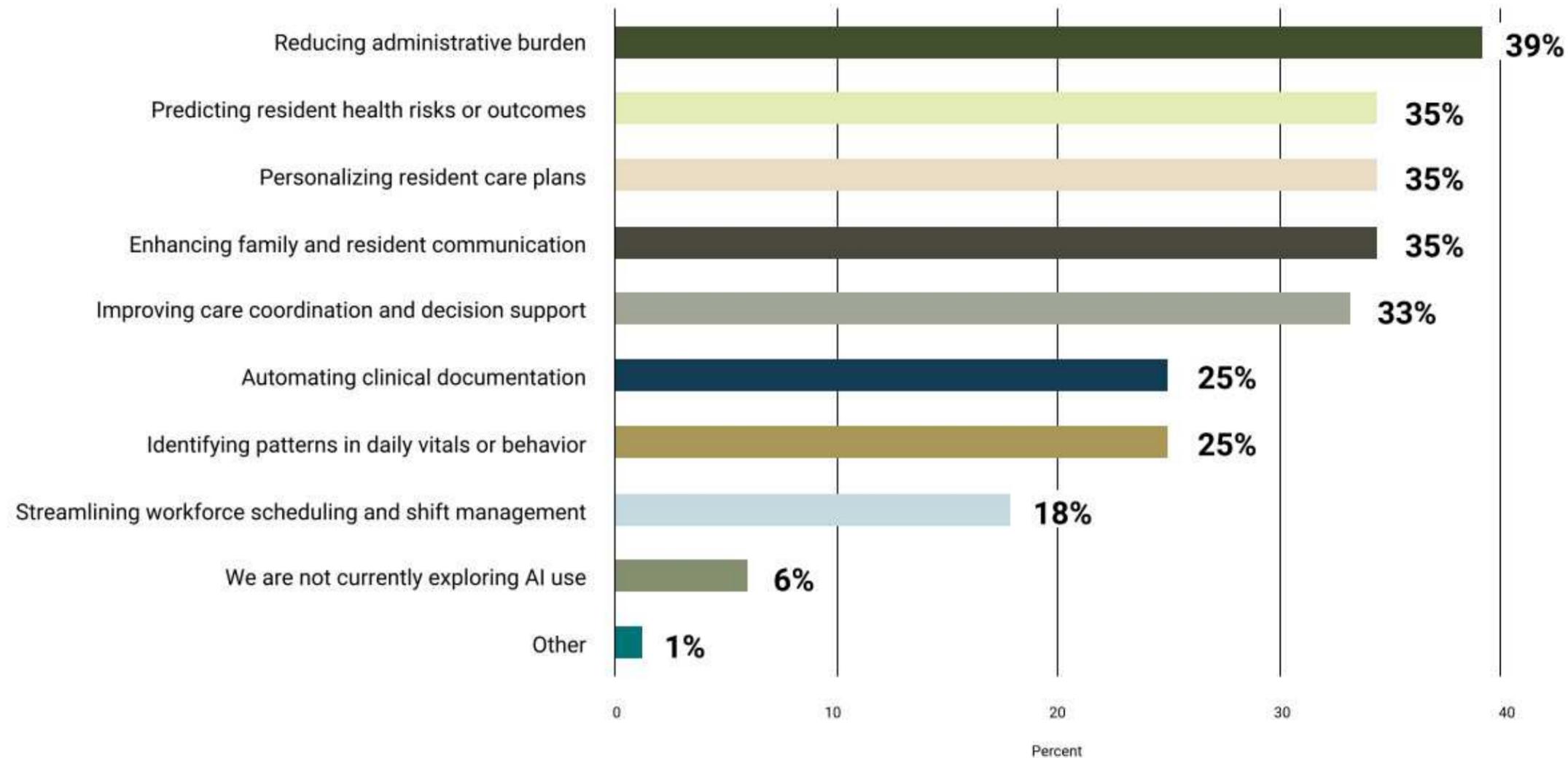
**STRATEGIC CONSIDERATION**

With technology budgets stabilizing, leaders may prioritize strengthening integration, improving workflow alignment, and maximizing the performance of existing systems before pursuing significant net-new investments.

**Tech Budgets Are Holding Steady for 2026**

Most organizations are maintaining or slightly increasing their tech budgets for 2026, with only a small percentage planning major shifts. This suggests a focus on cost containment and sustainable investment over aggressive expansion.

Where do you see the **greatest potential for AI** to support your organization in 2026? (Select up to 3)



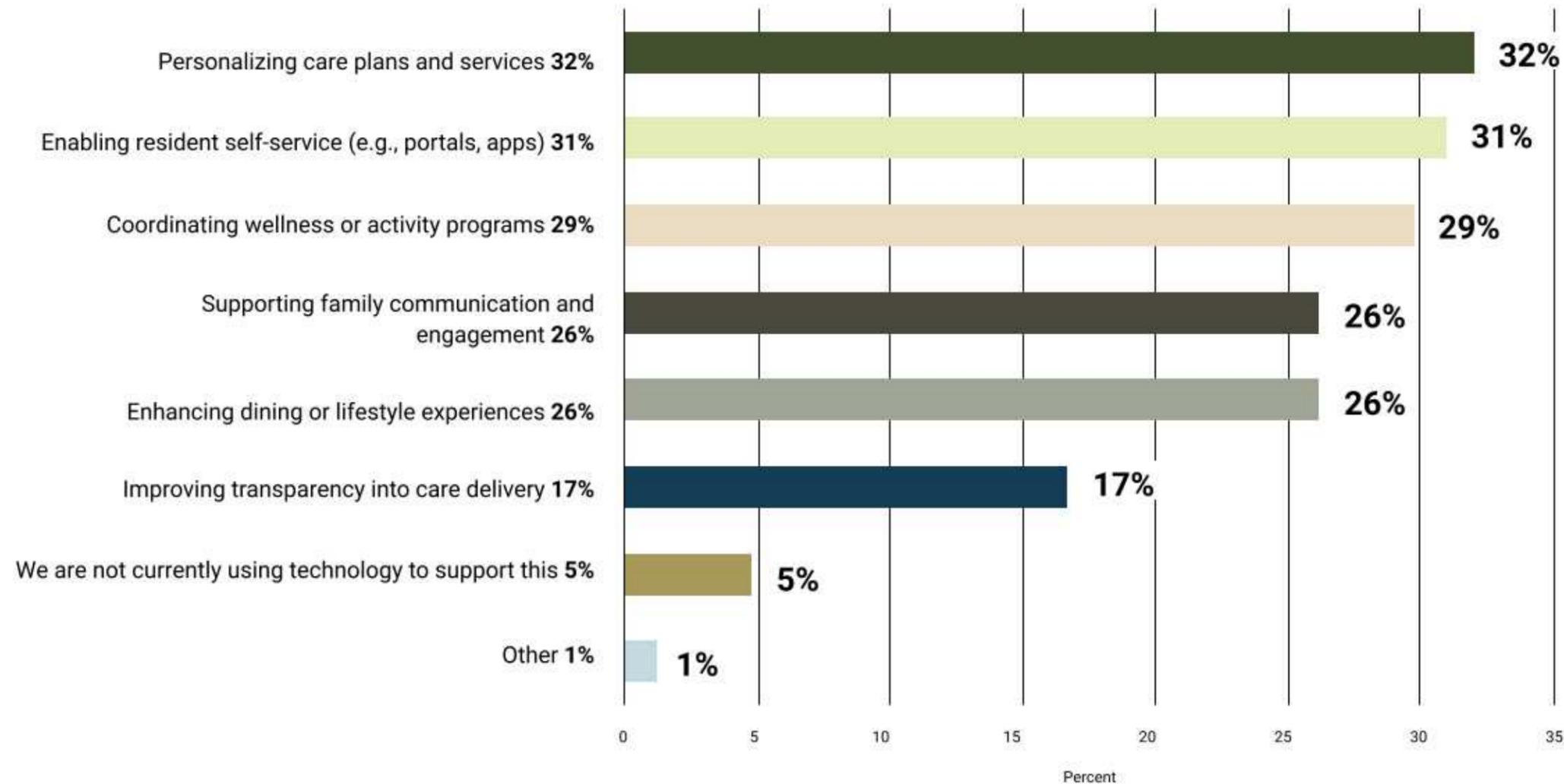
**STRATEGIC CONSIDERATION**

Organizations exploring AI in 2026 may see the greatest value in use cases that directly support care teams, such as risk prediction, documentation support, and care personalization, with a focus on practical application rather than experimentation alone.

**AI is Poised to Support Both Resident Care and Operational Goals**

Respondents see the most potential for AI in reducing administrative burden, personalizing resident care plans, predicting health risks, and enhancing communication. Improving care coordination and automating documentation also ranked highly.

In which areas is your organization using technology to enhance the resident experience? (Select all that apply)



#### STRATEGIC CONSIDERATION

As wellness becomes more holistic, operators may benefit from evaluating how care services, engagement, dining, and communication systems interact. Greater alignment across touchpoints can help reinforce resident experience and continuity of care.

#### Tech Is Supporting Resident Experience Across Multiple Touchpoints

Personalizing care plans, enabling resident self-service, and coordinating wellness or activity programs were the top technology use cases for improving the resident experience. Enhancing dining and supporting family communication were also commonly cited responses.

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