nobi

Fall Detection Training

Where we are today

Welcome to Nobi
For a smooth implementation process, we go over the agreements made between you and the Nobi salesperson.

Buyer,
Operations Manager

Online, 0.5h

1

Site walk
During a tour through the building, we will review together what is needed for a smooth installation.

Technical Manager,
IT Manager,
Operations Manager

At client, 1h

2

Shipping

3

Getting to know Nobi
We introduce Nobi and her features to your entire project team.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

4

Prepare the installation
Nobi briefly summarizes what it takes to smoothly install the smart lights.

Operations Manager

Online, 0.5h

5

Installation Nobi lights

Technical Manager

6

Configuration meeting
Together we go over the possibilities in configuring the smart lights.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

7

Prepare fall detection training
Together we will discuss how to best tailor the fall detection training to your team.

Operations Manager

Online, 0.5h

8

Fall detection training
The team learns how to use Nobi's fall detection.

Operation Manager,
End-users,
Care personnel

At client, 2h

9

Ready for launch?
Together, we review whether you are ready for Nobi to go live.

Operations Manager

Online, 0.5h

10

Nobi goes live
Congratulations! Nobi's smart lights are going in use today.

11

Follow-up
For the first two weeks, we will keep a close eye on your lights and make adjustments as needed.

Operations Manager

Online, 2 weeks

12

Smart care training
Now that you've mastered fall detection, we'll introduce you to our other features for smart, future-proof care. Think of fall prevention, sleep analysis or night vigilance.

Operations Manager

Online meeting

13

Objective

In this training, we will guide you step-by-step
on how Nobi's smart AI lights will support you in your job.

Focus of this training: **fall detection**.

You will learn:
- How Nobi detects falls
- How Nobi alerts you to a fall so you can provide quick assistance
- How to close a fall escalation in the system afterwards.

Together, we are preparing for the moment our smart lights go 'live':
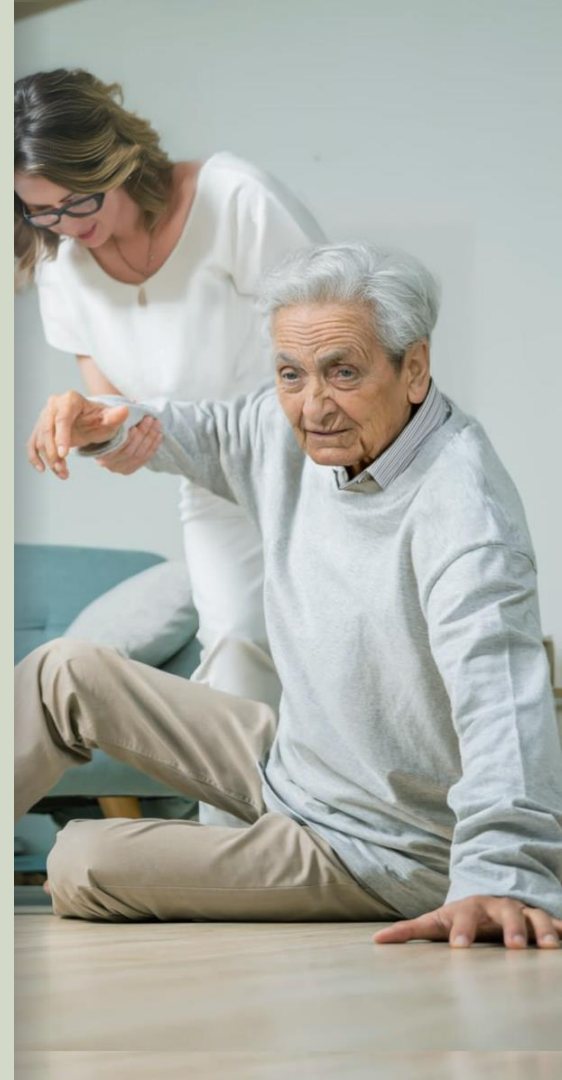when they will also detect falls, in addition to providing light.

Agenda

Chapter 1

Fall Facts

Did you know that ...

Every second,
a person over the age
of 65 falls.

Every 11 seconds,
a person over the age
of 65 is admitted to
the emergency room
after a fall.
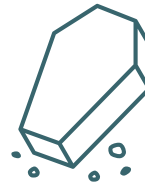
Every 19 minutes,
a person over the age
of 65 dies as a result
of a fall.

Let's change those statistics!

The solution?

Detect 100% of falls
Also the 64% of falls
that go unnoticed

Immediate assistance
Also for the 82% of fallers that
are unable to call for help with
traditional nurse call systems.

Fast help:
- Decreases risk of serious injury
- Decreases risk of hypothermia
- Decreases anxiety and
  psychological stress

Prevent falls
Prevention to solve
one of the biggest
challenges of our
fast aging society

AI technology can help you make a change!

Meet Nobi

Meet Nobi

Nobi is a smart AI-light that
- **detects a fall** and seeks help for the resident while also emitting **light**.
- **prevents falls**
- **supports** our busy care givers providing even **better, smarter care**.

Nobita,
- the **little sister** of Nobi, operates similarly but is designed with different housing to withstand the temperatures and humidity of **bathrooms and kitchens**.

Fall Detection

Fall Prevention

Better & smarter care

Nobi

Nobita

Chapter 3

What is a fall according to Nobi?

What is a fall according to Nobi?

A person that **unintentionally**
ends up at a lower level.

When Nobi observes someone
sitting or lying on the ground,
it will issue a fall alert.
(max 90 seconds after the incident)
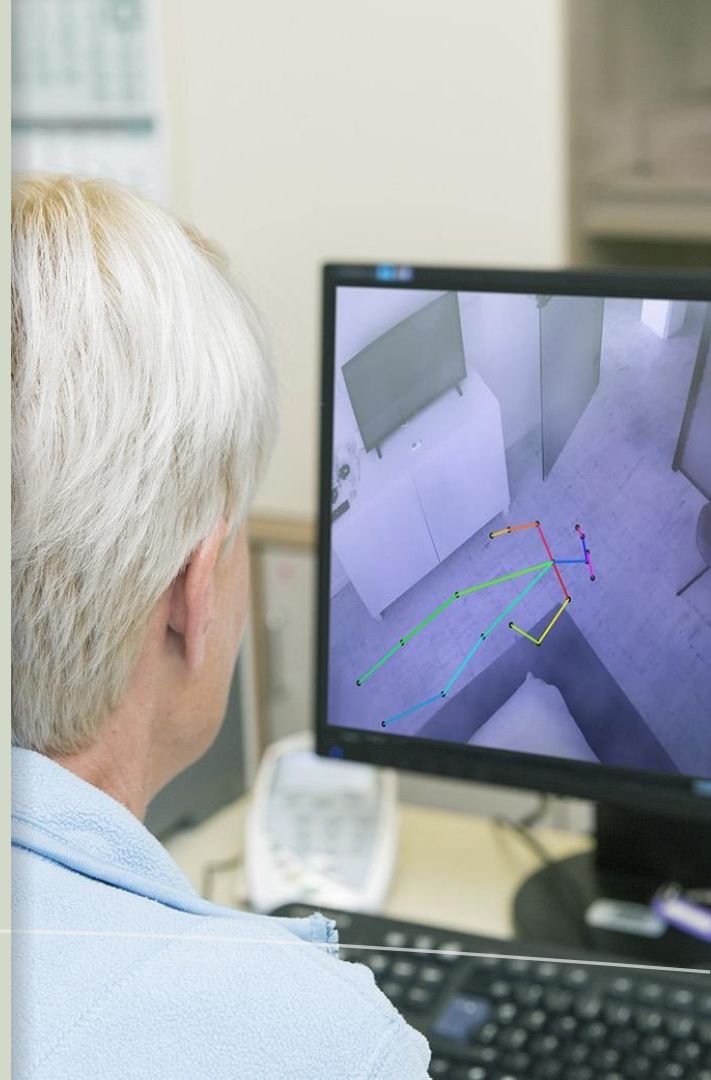
What is a fall according to Nobi?

i

The falling speed doesn't matter
Nobi also registers slow falls

(unlike a smartwatch)

Important to know:
Nobi is **not** a motion detection device.
Nobi just looks at poses.

How does Nobi work?

Nobi's AI analyzes anonymized poses

Nobi analyzes 'poses', not body images.

- Nobi's optical sensors take a **picture every second**
- Nobi **locally** interprets the image in the lamp
- Nobi **analyzes the pose of the person** (anonymized stick figure) and the bed

Nobi distinguishes 3 different poses:

- Sitting (bed/chair/ground)
- Standing
- Lying down (bed/ground)

For Nobi to work as a smart light, it needs the resident's permission

What Nobi can do for you & your residents

1. Fall Detection

2. Fall Prevention

3. Better & smarter care

1. Fall Detection

1. Fall Detection

1. Nobi detects a fall

2. Nobi notifies caregivers

3. Immediate help by caregivers

4. Our loved ones are taken care of

5. Closing the escalation
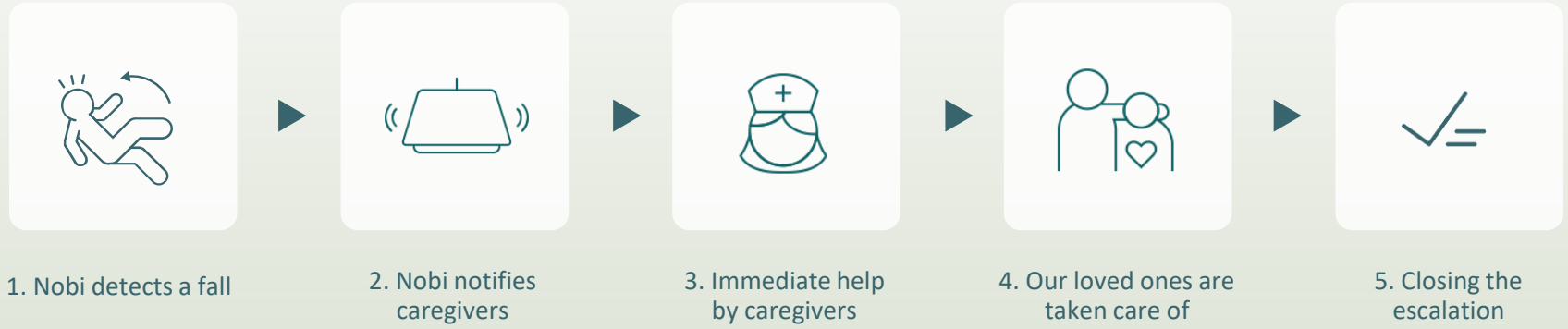
- Nobi dashboard
- Phone or nurse call system
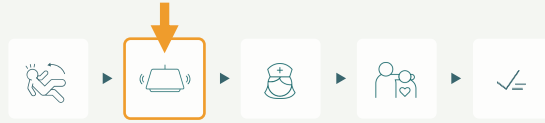- Additionally via e-mail and/or in-app push message

Step 1
Nobi detects a fall
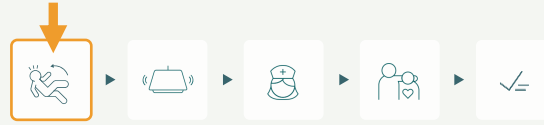
Nobi observes someone
sitting or lying on the ground.

When **Nobi detects a fall** or when the resident **presses** the
panic button, Nobi activates the escalation procedure.
Nobi then alerts care staff so they can provide immediate help.
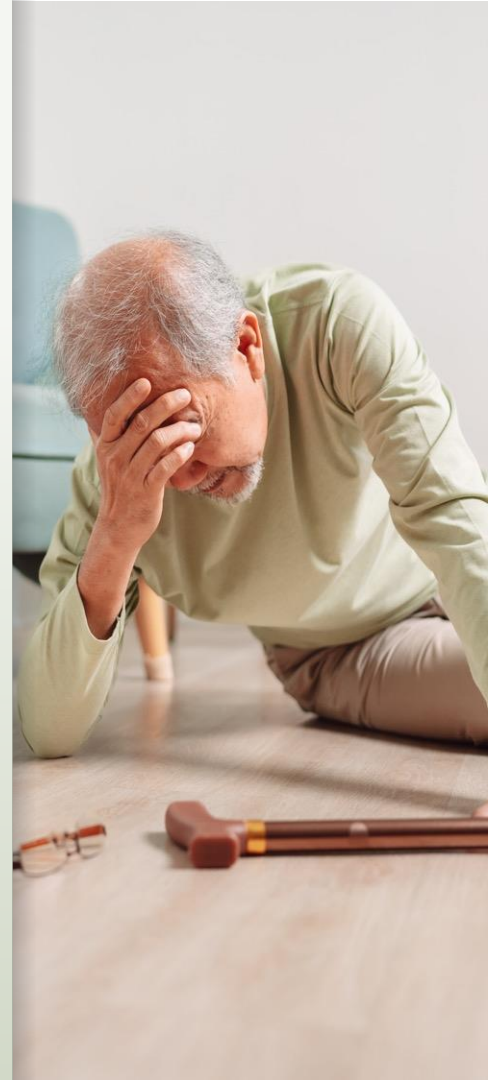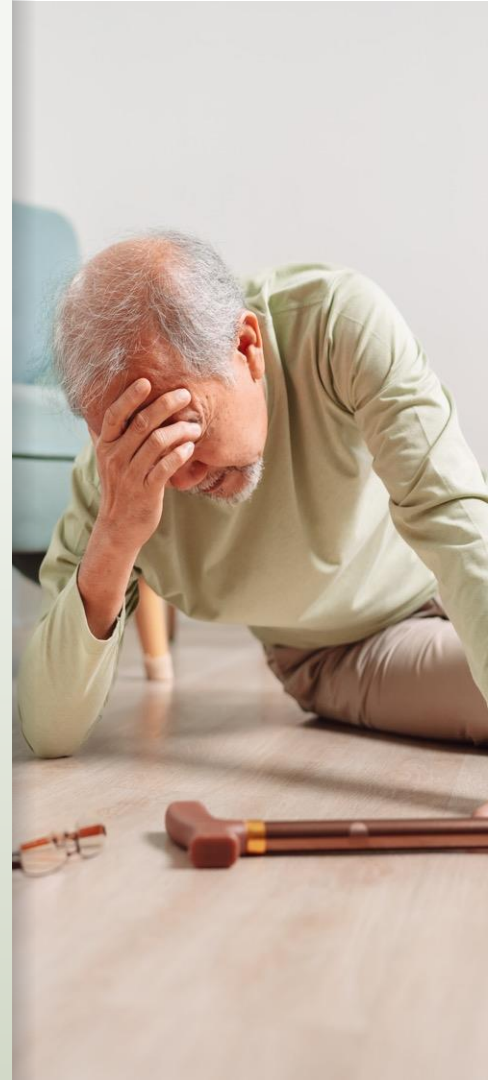
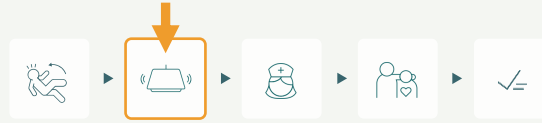# Nobi notifies caregivers

2 OPTIONS

Option 1 🔊
Sound in the room

Option 2 🔇
No sound in the room

Step 2
Nobi notifies caregivers

Option 1: Sound in the room 🔊

When Nobi detects a fall, a voice in the lamp asks
the person in the room: 'did you fall?'

'did you fall?'

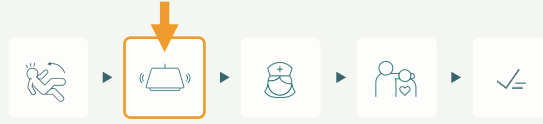| YES	NO	...
If the answer is '**yes**'	If the answer is a clear '**no**'	If there's **no answer**
	(e.g, resident is on the floor to look for something he dropped)	
▼	▼	▼
Nobi will alert care staff immediately	**Nothing happens**	**Nobi will alert care staff immediately**

Nobi notifies caregivers
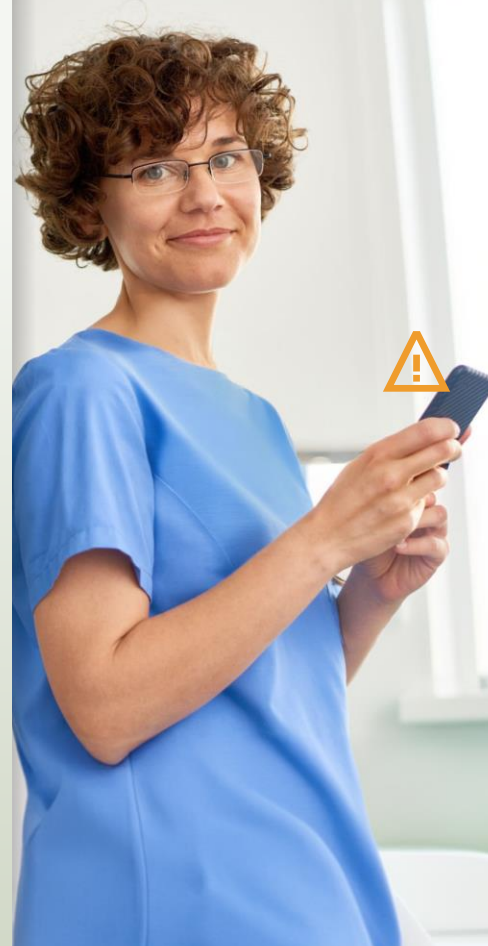
Option 2: No sound in the room 🔇✕

When Nobi detects a fall,
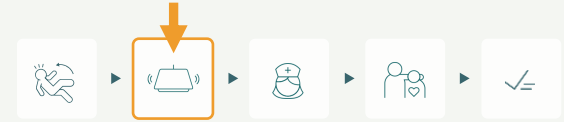Nobi will alert care staff immediately.

i

WHY?

In some situations, it might not be beneficial for the light
to speak to the resident.

People with dementia for instance could experience disorientation
or fear when the light seemingly speaks out of nowhere.
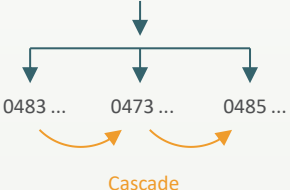
Nobi notifies caregivers

Different alerting channels

Care institutions can choose the channels through which Nobi should alert caregivers after a fall or when the panic button is pressed. In addition to notification on the Nobi Dashboard, the following options are available:

Phone
After a fall, Nobi calls/ sends a message to care workers on their phones, and according to a cascade system.

0483 …   0473 …   0485 …

Cascade
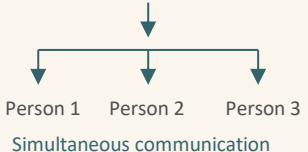
Nurse call system
The way a fall is reported depends on the respective nurse call system.

App
After a fall, employees also receive a push notification in the Nobi app. Notifications are sent simultaneously to all contacts

Person 1   Person 2   Person 3

Simultaneous communication

Email
After a fall, employees also receive an email. Emails are sent simultaneously to all contacts

xx@xx.com   yy@yy.com   zz@zz.com

Simultaneous communication

Mandatory choice

Optional choice

Step 2
Nobi notifies caregivers
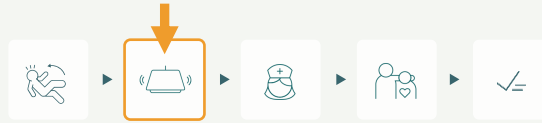
Via phone call

Nobi calls you

Step 1

'Hello, this is Nobi,
a fall has been detected at
"name of the resident",
room 416.

Step 2

Press 1 to confirm.
This way,
you let Nobi know
help is on the way

Step 3

You make your way
to the room.

"Mr Peters, this is Irene.
I understand you fell?"

"Yes, I need help.
My knee…"

"I'll be there right
away, it's alright."

"I must have
stumbled, oh…"

"It's ok, try to stay
calm, I'm almost
there."

"Ok, thank
you."

Step 2
Nobi notifies caregivers
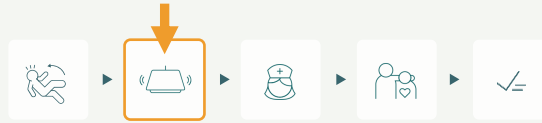
Via phone call

Priority list of emergency contacts,
ensuring the call is always answered

Contact # 1: **Phone number one**
(other mobile numbers get an alert by SMS '*Nobi detected a fall in room 418*')

Contact # 2: **Phone number two**
(other mobile numbers get an alert by SMS '*Nobi detected a fall in room 418*')

Contact # 3: **Phone number three**
(other mobile numbers get an alert by SMS '*Nobi detected a fall in room 418*')

Step 2
Nobi notifies caregivers
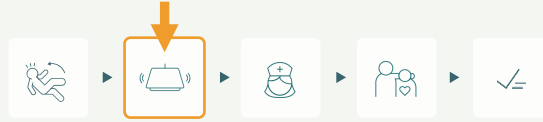
Via nurse call system

Nobi seamlessly integrates with multiple nurse call systems.
The method of receiving alerts through the system varies based on the settings of each individual system.

Way of working of the respective nurse call system
to be added by Nobi-representative

Step 2
Nobi notifies caregivers

 Via email

After a fall, employees also receive an email.
Emails are sent simultaneously to all contacts.

xx@xx.com   yy@yy.com   zz@zz.com

Simultaneous communication

Fall detected: John Smith - Flat 10 (Bedroom) Inbox ×

no_reply@nobi.cloud via mg.nobi.life   1:24 PM (2 minutes ago)

Hello,

A fall has been detected at John Smith - Flat 10 (Bedroom).

Press the button below for more details or to unlock the door.

You can also forward this mail to someone else so they can enter the house.

More details

Copyright © 2024 NOBI, All rights reserved.

https://www.nobi.life

Escalation closed: Fall - John Smith - Flat 10 (Bedroom)

Inbox ×

no_reply@nobi.cloud via mg.nobi.life   1:30 PM (0 minutes ago)
to fabien.francken+westwoordcare ▾

The escalation FALL was closed by Fabien Francken.

Copyright © 2024 NOBI, All rights reserved.

https://www.nobi.life

Step 2
Nobi notifies caregivers

In app notifcations

After a fall, employees also receive a push notification in the Nobi app. Notifications are sent simultaneously to all contacts

Person 1   Person 2   Person 3

Simultaneous communication

13:25   Di 16 jul   ⏰ ✳ ◇ ⊙ ▽ ◢ 🔋 32%

Internet   >   ✳ Pixel Buds Pr.. >

⊖ Niet storen   🔦 Zaklamp

Chrome • staging.nobi.cloud • nu   nobi

Fall detected: John Smith - Flat 10 (Bedroom)

A fall has been detected at John Smith - Flat 10 (Bedroom)

Afmelden

Beheren   Alles wissen

13:25   Di 16 jul   ⏰ ✳ ◇ ⊙ ▽ ◢ 🔋 32%

Internet   >   ✳ Pixel Buds Pr.. >

⊖ Niet storen   🔦 Zaklamp

Chrome • staging.nobi.cloud • 2 m   nobi

Escalation closed: Fall - John Smith - Flat 10 (Bed...

The escalation FALL was closed by Fabien Francken.

Afmelden

Beheren   Alles wissen

Help the resident & close the fall alert

Step 3:

Enter the room and help the resident

▶

Step 4:

close the escalation

Why important?
- Your colleagues and Nobi now know that the resident is taken care of
- Nobi is now ready to detect falls again

How?

Push the Presence Button	OR	Close in the app

- First, push the presence button when you enter the room. Then proceed to help the resident.

- The escalation is now closed

- Nobi will also prevent further fall alerts for 15 minutes (snooze)

- After 15 minutes, Nobi can create again a new fall alert

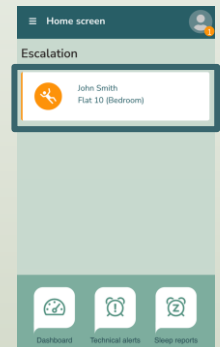- First, help the resident. Then close the fall in the app.

- After closing the fall in the Nobi app, Nobi knows it can detect new falls again.

Step 5
Close the escalation
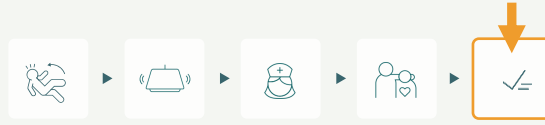
How to close a fall in the Nobi application?

1

Home screen

Escalation

John Smith
Flat 10 (Bedroom)

Dashboard   Technical alerts   Sleep reports

2

Fall detected

Resident:	John Smith
Timestamp:	2024/06/19 11:47 AM
Housing Unit:	Flat 10
Room:	Bedroom

Close escalation

Call resident

Images

Snooze escalation

Call log

3

Fall detected

Mark escalation as closed?

Do not do this until the resident has received the appropriate help.

By closing the escalation you confirm that the necessary help has been provided to the resident.

Close escalation

Keep escalation open

Step 6
Add cause of the fall

After helping the resident and closing the escalation, the care worker can enter the cause of the fall for future reporting. This can be done via the dashboard of the Nobi app.

How to add?

1

John Smith
Flat 10

Last seen in **Bedroom**
19 seconds ago

FALL
Bedroom since 10:47 AM

2

Resident: John Smith
Timestamp: 2024/07/12 10:47 AM
Housing Unit: Flat 10
Room: Bedroom
Current call: Welltower

👍 Close escalation

🖼 Images

⏰ Snooze escalation

📞 Call log

3

Mark escalation as closed?

👍

Do not do this until the resident has received the appropriate help.

By closing the escalation you confirm that the necessary help has been provided to the resident.

✓ Close escalation

Keep escalation open

4

Answer a few questions, for example:

- Was there a person sitting or lying on the ground?
- Was it a resident lying on the ground?
- Was the resident unintentionally on the ground?

Attention

Have you closed an escalation using the existing nurse call system or the 'Presence button'?

Then don't forget to still enter the cause of the fall via the Nobi Application!
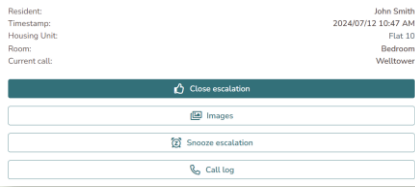
Step 6
Add cause of the fall
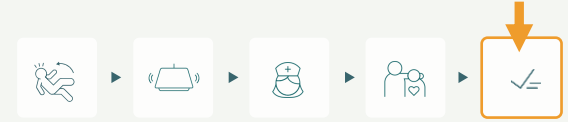
After helping the resident and closing the escalation, the care worker can enter the cause of the fall for future reporting. This can be done via the dashboard of the Nobi app.

Relevant fall causes for your facility

Specific causes of a fall, relevant for client's facility to be added by Nobi-representative

Did you know?

**You can ask Nobi to pause
its fall detection for 15 minutes?**
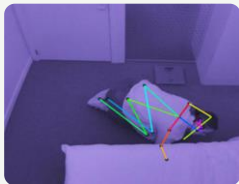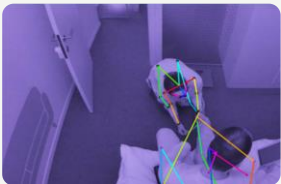
This is very useful when you perform care activities that Nobi will interpret as a fall, triggering an alert you don't want. Think of:

- bending down to put on residents' socks or shoes
- cleaning staff bending down to clean under the cabinets.

How to pause Nobi's fall detection for 15 minutes?

Push the presence button

Pause in Nobi App
(only in case of an escalation)

Meet Nobi's
Snooze Feature
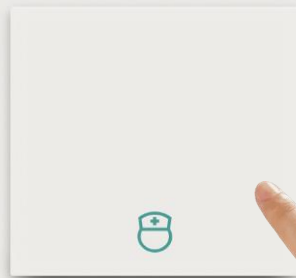
15 min

Press the **Presence button** to:
- to close an escalation
- to pause the fall detection for 15 minutes
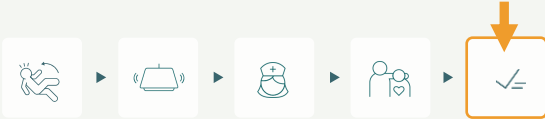
What if you want to pause fall detection for 15 minutes or more in the Nobi App?

To not receive fall alerts for a specific length of time
Snoozing a fall in the application:

Home screen

Escalation

John Smith
Flat 10 (Bedroom)

Dashboard
Technical alerts
Sleep reports

Fall detected

Resident: John Smith
Timestamp: 2024/06/19 11:47 AM
Housing Unit: Flat 10
Room: Bedroom

Close escalation
Call resident
Images
Snooze escalation
Call log

Snooze escalation

During the snooze period no new escalation will be created.

Snooze for

about ½ hours
about 1 hours
about 2 hours
about 3 hours

Don't snooze escalation

2. Fall Prevention

2. Fall Prevention

"To prevent is more effective than to cure."

Nobi can:

Prevent
falls

Nobi can:

Deliver insights to
facilitate preventive care

Result: less day-to-day challenges for you

2. Fall Prevention
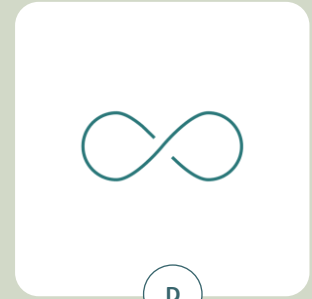
A Automated lighting

+

B Night light

+

C Monitoring functions

+

D Fall analysis

A. Automated lighting

Always experience the right lighting

▼   ▼

Entering a room:
light automatically
goes on

Leaving a room:
light automatically goes
out after xx seconds

> Increase
safety

> Reduce
disorientation

> Configurable
per Nobi light

B. Night light (used for some residents)

Always experience the right lighting
day and night

during sleep
no light

when sitting up
soft light

out of bed
brighter light
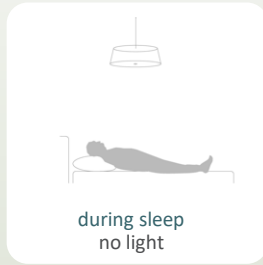
> Reduce
disorientation

> less intrusive
check-ins

> Configurable
per resident

(if a resident is in bed, the light stays out, even if someone enters the room)
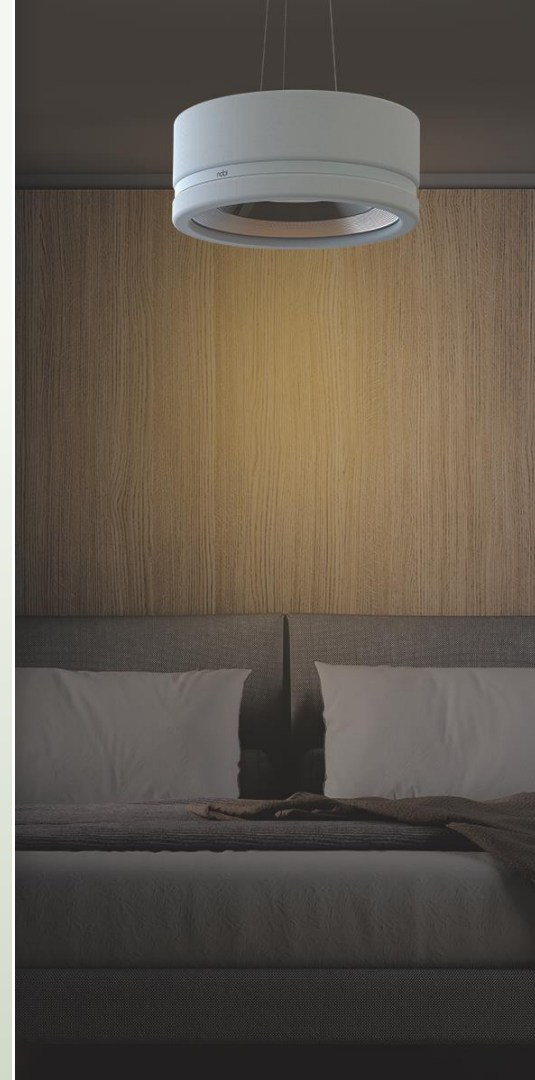
Always experience the right lighting
day and night

Features of automatic lighting and night light can be combined.

Night light overrules automatic lighting, meaning the light will stay out,
even if a caregiver enters the room during the night.

▼

**less intrusive
check-ins**

Day   &   Night

C. Monitoring events

**When your resident is in a position with
a high fall risk, Nobi can notify you.**

These monitoring events are chosen for certain residents:

<table>
<tr>
<td align="center">⚠️

Resident is out of bed</td>
<td align="center">⚠️

Resident sits on the edge of the bed
(after lying in bed)</td>
</tr>
<tr>
<td align="center">⚠️

Resident is out of bed</td>
<td align="center">⚠️

No person detected</td>
</tr>
</table>

D. Fall analysis

Only in case of a fall:

Nobi will show real images of the fall, the moments leading up to the fall, and the moments after the fall.

This allows you to analyze and prevent further falls.
These images will be automatically deleted after 14 days.

Residents have given consent for this and all other privacy settings.

3. Better & Smarter Care

3. Better & Smarter care

Nobi's feature of delivering insights help you to provide more individualised care and, in some cases, even to identify health issues at an early stage.

A

Live view

+

B

Sleep report

+

C

Escalation report for fall analysis

+

D

Monitoring events report

A. Dashboard - Live view

In Nobi's dashboard you can remotely check the actual situation in each room, 24/7

Only with resident's consent, you see:

Actual behavior	Stick figure against a fictional background
> less intrusive check-ins	> more dignified life

The stick figures are **completely anonymous**

B. Sleep reports

Nobi provides you with a report that offers insights
into in-bed and out-of-bed behavior

when the resident went to bed	how often the resident left the bed	total time spent in bed throughout the night

7 pm ■ in bed ■ out of bed 11 am

When you notice a resident gets up 3, 4 times in the night and already
is in bed at 7 PM, you can evaluate this behavior with staff.

C. Fall analysis reports

This report shows you an overview
of the number of fall incidents.

You've observed a significant number of falls occurring around 6 PM,
coinciding with residents preparing for dinner.

After numerous slipping accidents, it seems that at 6pm it is dark
in that part of the hallway. Extra light needs to be provided.

Over the next six months, you can use this report
to assess whether there has been a reduction in falls.

D. Monitoring events reports

Behavior monitoring reports allow you to identify patterns within your operations, make necessary adjustments, and evaluate the effectiveness of your care procedures.

These behavior monitoring functions are available:

⚠️ Resident is in bed	⚠️ Resident sits on the edge of the bed (after lying in bed)
⚠️ Resident is out of bed	⚠️ No person detected

Chapter 5

100% Privacy Protected
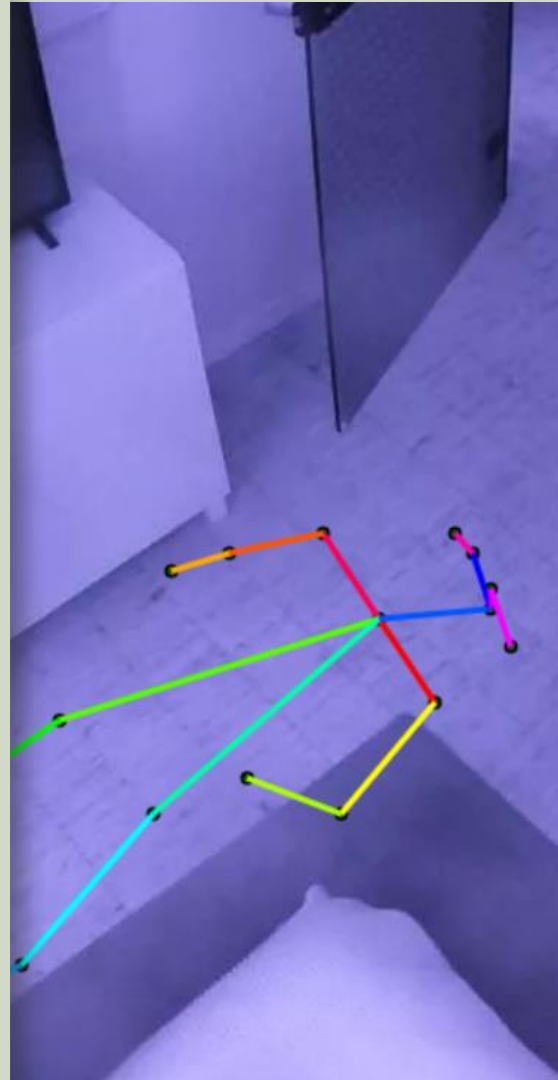
100% Privacy

Privacy for
Residents

&

Privacy for
Care Staff

Privacy for **residents**

AI

1. Nobi analyzes 'poses', not body images.

In essence
Nobi doesn't need images of your body to be extremely effective.
Instead, it works with anonymized stick figures.

What are stick figures?
Essentially, this is a combination of lines and knots that resemble matchstick figures, specifically designed to protect your privacy.

This is how it works
- Nobi's optical sensors take images of the room every second.
- The AI then makes smart analyzes based on 'poses', also known as these anonymous 'stick figures'.

Nobi distinguishes 3 types of 'poses'
- Sitting (bed/chair/ground)
- Standing
- Lying (bed/ground)

Privacy for **residents**

2. No fall, no images to cloud

Nobi deliberately chose for a strong AI processor that is located within the light itself.

The big advantage is that interpretation of images can happen locally, within the light. No need to send images to the cloud for AI analysis.

Depending the privacy settings, and only in the event of a fall, Nobi will store images in the cloud for care professionals to better assess the required care following a fall & to prevent future falls.

AI

Privacy for **residents**

3. Residents choose their level of privacy

Before Nobi's smart features were activated, residents or their representatives chose what images can be viewed by care staff to gain more insights into the type of help needed after a fall and what caused the fall.

This way, Nobi helps care workers
- provide the right help after a fall
- and prevent future falls.

Nobi comes with three privacy options:

Full image

Anonymized stick figure

No image

Did you know?

All residents that have a Nobi light in the room were well-informed about Nobi and its privacy measures.

They signed an informed consent document and are now waiting for Nobi to start detecting falls.
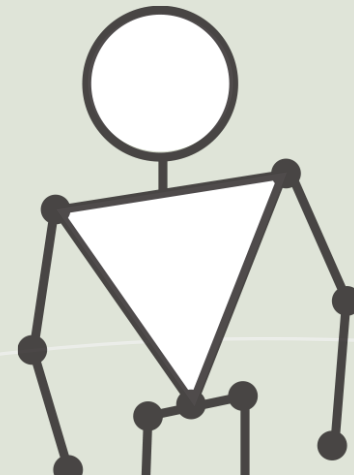
Privacy for **residents**

4. Automatic deletion of fall images

Protecting of Nobi data is key:

- Images can only be viewed.

- Images will be automatically deleted 14 days after the fall.

100% Privacy

Privacy for **(care) staff**

Nobi is there to support you.
Not to monitor you

Nobi's smart lights are designed to assist caregivers in their day-to-day job and support them in providing the best care possible.

We know very well how hard our caregivers work to give residents the best care possible. Therefore, Nobi does not concern itself with monitoring the actions and behaviors of caregivers.

By only supporting the abstract visualisation (stick figure), the Live View does not show if the person in the room is a resident or caregiver. Nor does it track how long someone has been in the room.

Chapter 6

Nobi Exercises

Nobi exercise: time for action!

@ Nobi-representative:

Walk the attendees of the
Nobi Fall Detection Training through
their customised escalation process.

Be as detailed and specific as possible.

Nobi exercise

Do you know the answer to these questions?

- How does Nobi work?

- What happens when Nobi sees a fall?

- What are the four ways to prevent a fall?

- What are the 2 functions of the presence button?
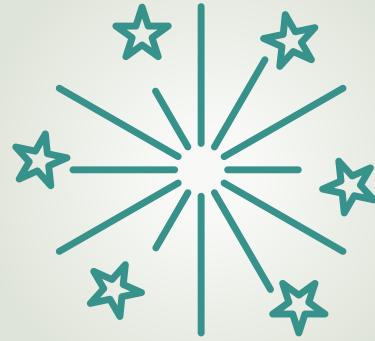
Congratulations!
You are now ready to start working
with Nobi's smart lights

Chapter 7

Need help?

Need help?

Whether your question is big or small, the Nobi customer service team is ready to help.
You can contact us through one of these channels:

1

Virtual helpdesk

https://support.nobi.cloud/

Here you will find answers to the most frequently asked questions from our users.

Can't find the answer you're looking for? Click on **'Submit a request'** at the top right and ask your question to a Nobi representative. Our team will get back to you within 24 hours.

2

Helpline

Monday to Friday

If you do not immediately find an answer on our virtual helpdesk, go to the desktop Nobi App and click at the bottom left on **'Contact support'**.
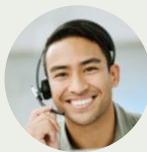
? Contact support

3

E-mail

Support@nobi.life

Please also feel free to send us an e-mail at **support@nobi.life.**

Our team will get back to you within 24 hours.

Virtual onboarding portal

To ensure the onboarding process with our customers goes as smoothly as possible, Nobi gathers all training modules, useful reference documents, and supporting tools in a central customer portal.

Want to download this presentation or previous presentations for a colleague or reread it yourself? Then surf like hell to:

https://clientportal.nobi.life
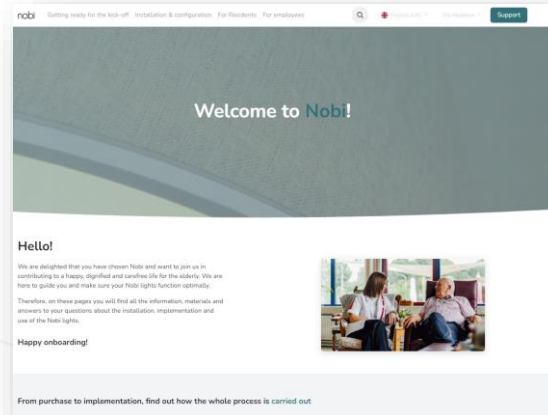
Chapter 8

What's next?

Towards the big day

AI Learning Period

While you and your colleagues are being trained to use Nobi's smart lights, Nobi's artificial intelligence is being trained too for a period of 7 to 14 days. During this period, Nobi does not yet detect falls, but it prepares behind the scenes for a smooth start.

During this learning period:
- Nobi learns what the room looks like and what objects it contains
- Nobi tests its camera, signal strength, and internet stability.
- Nobi is further trained to detect falls as accurately as possible.
  This is crucial to minimize the number of false fall alarms.

Step 1	Step 2	Step 3
	7 to 14 day learning period	
Start learning period	**Training of Care Team**	**Nobi goes live**
The learning period was automatically activated as soon as a resident was paired with a residential unit.	During the learning learning period, the care team will be carefully trained so they can work smoothly with Nobi once Nobi goes live.	After final testing, Nobi goes live and will detect & prevent falls, support you with smarter care, etc.

Next steps

Inform all staff
- Don't forget to inform your colleagues
- To support you:
  - You can use this presentation, to be downloaded here
  - Use Nobi's Cheat sheet

When will Nobi go live?
- The general project lead will inform you as soon as a date is set
- Nobi also supports you to inform your residents with information cards you can leave in the room of the residents.

What's Next?

Welcome to Nobi

For a smooth implementation process, we go over the agreements made between you and the Nobi salesperson.

Buyer,
Operations Manager

Online, 0.5h

Shipping

Prepare the installation

Nobi briefly summarizes what it takes to smoothly install the smart lights.

Operations Manager

Online, 0.5h

Configuration meeting

Together we go over the possibilities in configuring the smart lights.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

Fall detection training

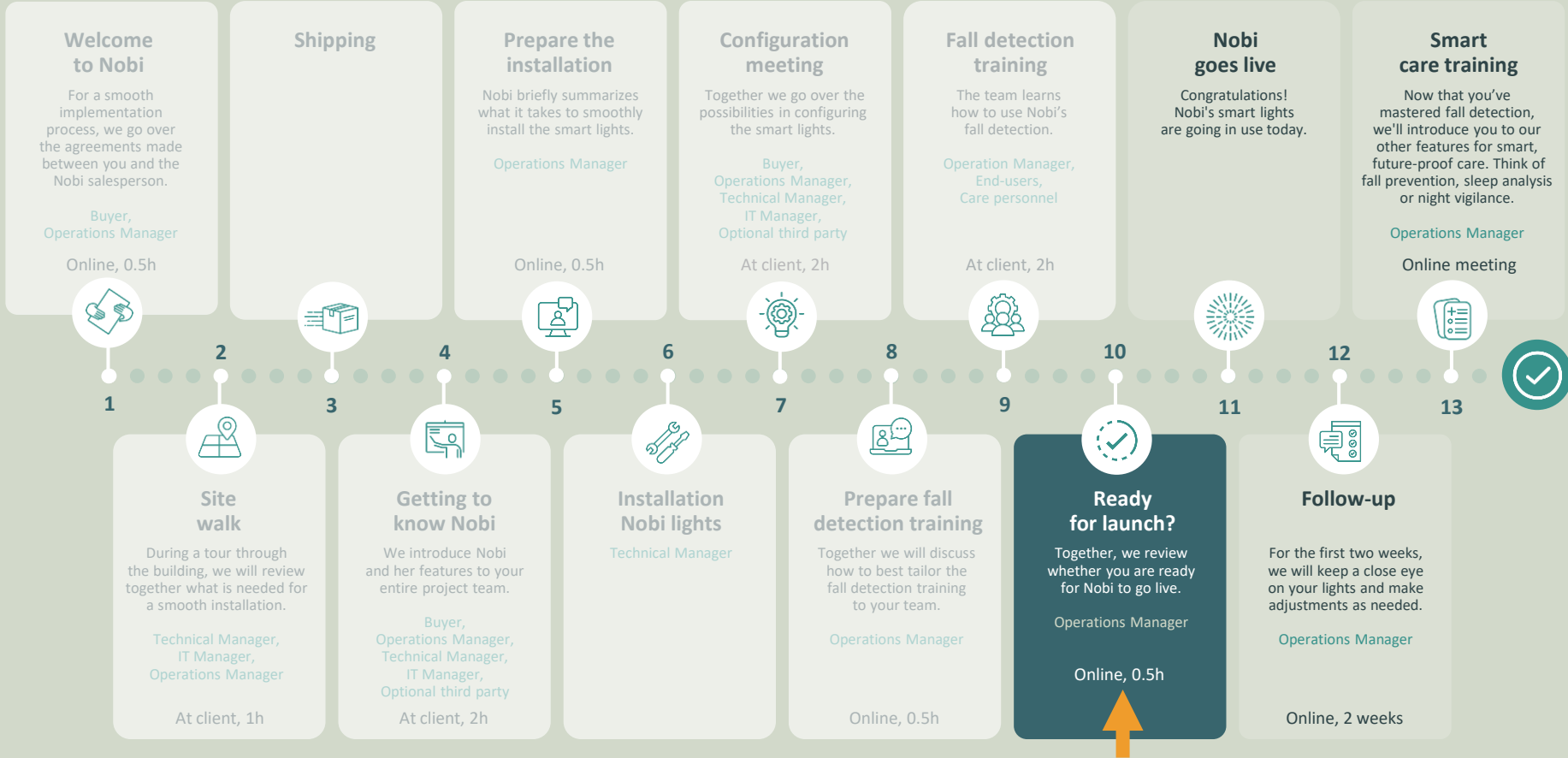The team learns how to use Nobi's fall detection.

Operation Manager,
End-users,
Care personnel

At client, 2h

Nobi goes live

Congratulations!
Nobi's smart lights are going in use today.

Smart care training

Now that you've mastered fall detection, we'll introduce you to our other features for smart, future-proof care. Think of fall prevention, sleep analysis or night vigilance.

Operations Manager

Online meeting

1 2 3 4 5 6 7 8 9 10 11 12 13

Site walk

During a tour through the building, we will review together what is needed for a smooth installation.

Technical Manager,
IT Manager,
Operations Manager

At client, 1h

Getting to know Nobi

We introduce Nobi and her features to your entire project team.

Buyer,
Operations Manager,
Technical Manager,
IT Manager,
Optional third party

At client, 2h

Installation Nobi lights

Technical Manager

Prepare fall detection training

Together we will discuss how to best tailor the fall detection training to your team.

Operations Manager

Online, 0.5h

Ready for launch?

Together, we review whether you are ready for Nobi to go live.

Operations Manager

Online, 0.5h

Follow-up

For the first two weeks, we will keep a close eye on your lights and make adjustments as needed.

Operations Manager

Online, 2 weeks

Thanks for your attention
Take care!