ascom

Location: Louisville, Kentucky

Customer: Christian Care Communities

Area: Long Term Care

CHRISTIAN CARE COMMUNITIES

LOCATION: LOUISVILLE, KENTUCKY

RESIDENTS: 2500 (approximate)

EMPLOYEES: 780

ASCOM SOLUTION: ASCOM TELLIGENCE NURSE CALL AND WIRELESS HANDSETS

''We wanted a single, centralized system that would enable us to observe important metrics, such as staff response times, at all communities from our support center.''

— Chris Huff
  Information Systems Consultant
  Christian Care Communities

BENEFITS:

- Flexible platform meets needs of different facilities
- High quality audio features
- Valuable data reporting
- Personal attention by Ascom partner

When faced with replacing outdated nurse call systems at four skilled nursing locations, Christian Care Communities looked for significant upgrades, including a single, centralized system that would enable staff to observe important multi-facility metrics, such as staff response times, from one support center.

Background

Christian Care Communities wanted a single, centralized system that would enable staff to observe important metrics, such as staff response times, at all facilities from one location, especially system headquarters. Staff also wanted voice capability, reporting functionality, the ability to monitor medical devices in living units, and flexibility to communicate with staff through pagers or wireless handsets.

In 2011, Christian Care Communities satisfied all those needs and more by deploying the Telligence nurse call system and Telergy software applications from Ascom at two of the skilled nursing facilities, with near-term plans to expand it to the remaining two sites needing upgrades. The system integrates with the organization's virtual server environment, saving significantly on operating, support and replacement costs.

Clinical Advantages

The Telligence nurse call system includes configurable stations, a data network architecture, and seamless integration with wireless systems to support mobile staff messaging and workflow. Telergy software provides centralized system management and serves as a single platform for communicating with wireless devices, generating reports and providing a wide range of features, tools and utilities.

The clinical team at Christian Care Community was quick to notice the benefits of the Telligence system and its impact on caregiving initiatives. ▶

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Voice Communication
"Personal contact is important," says Huff. Residents want to hear a voice soon after they press the button. If I'm the one in the bed, it would be awfully nice if I could hear someone right away say, 'I'll be with you in a minute,' and not have to wait and wait."

Flexibility
The team appreciates that the system can be configured to suit each facility's needs and workflows with respect to call light options, call priorities, escalation, and notification methods. Huff says, "I may have my preferences, but I think it's important not to have to say, 'This is how one facility does it, so all of you have to do it that way.'"

"For example, my preference would be to use Cisco handsets, but the reality is some facilities aren't ready for that yet. The system is flexible enough so that it doesn't matter. You can have one site on pagers and another site on Cisco phones, and other sites don't have to use either one."

> "Telergy reporting helps us document cases where residents are having repeated events, possibly indicating a need for clinical intervention."

The system also provides flexibility in daily operations and in accommodating residents. Speaker volume can be adjusted in each room to suit the resident. There are also efficiencies in the multi-light feature.

"When the call button is pressed," says Huff, "we can find out quickly with a simple call to the room what the resident wants, and then light the appropriate section and color of the call light, so the clinician can easily recognize the type of request."

Device Monitoring
"Our old systems were used as nurse call only," says Huff. "There are reasons to light a light up beyond a resident pushing a button. Now we can be alerted to a variety of events, such as if a medical device with a nurse call interface needs attention."

Reporting Capability
"Telergy reporting enables us to monitor call volumes and adjust staffing assignments, compliance to goals and staffing needs," says Linda Johnson, Director of Clinical Services. "It helps us document cases where residents are having repeated events, possibly indicating a need for clinical intervention."

Staff will use reporting to set baselines for key metrics, such as response times. Huff believes the reports will be good for accountability. "Sometimes a family member may question how long it took us to respond," says Huff. "By having accurate data, we can show that it really didn't take that long, or if it did, we can look deeper to find out why. Having that documentation will be really valuable and I think we'll learn a great deal from the data."

Quality Service
Huff and the IT team are pleased with the service delivered by Alliant Integrators, Ascom's testing and installation partner.

"Even during the selection process they distinguished themselves by asking the most questions," says Huff. "They were clearly concerned with how the Telligence product would fit into our environment. One facility where the system was installed was under renovation and there was a three- or four-day window to get that done. Alliant completed the work on time, and the test and inspection process was very thorough. They tested every feature of every station – every light, every color, every pull cord, every speaker and voice adjustment. We had no doubt that every feature of the system was tested. We were also impressed with their knowledge of codes and regulations."

"All in all, it has been a very well coordinated installation – a big team effort that has worked out well."

About Christian Care Communities
Christian Care Communities is Kentucky's largest faith-inspired non-profit provider of affordable senior living and health care for older adults, serving the whole person-- body, mind and spirit. Founded in Louisville in 1884, the organization serves seniors through an integrated network of communities throughout the state, including independent and assisted living, short-term rehabilitation, skilled nursing, memory care, home health care and adult day programs. At eight locations, Christian Care provides programs and services that engage residents and keep them safe and active as they continue on the journey of life. ■