

SILENCE IS GOLDEN

Presented by:
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OBJECTIVE:

- Provide insight into the research, planning, development and implementation of a wireless call system.



BACKGROUND:

- 50 years in operation
- Campus setting offering 4 areas of Independent Living, 42 unit Assisted Living, and 135 bed Nursing Facility
- Assisted Living opened in February 2007
- Pilot project through IFMC & IIASA



WHAT A WIRELESS SYSTEM CONSISTS OF:

- Pendants
- Accessories (necklace, bracelet, and belt loop)
- Pagers
- Hardware, software, monitor
- Receivers & locators
- Printer - Recommend purchasing for reports/error messages
- Bracelets if putting in a wander safety system



WHY GO WIRELESS?:

- Reduction in background noise (no overhead paging)
- Privacy for tenants
- Improves staff efficiencies
- Quick response times
- More homelike environment achieved
- Ability to generate response time and tenant usage reports



DO YOUR RESEARCH:

- Select your team to begin the research
 - Executive Director
 - Management staff
 - Direct staff
 - Maintenance
 - Information Technologist staff
 - Finance staff



RESEARCH: (continued)

- Things to consider
 - Building design
 - Desire to expand
 - Adding on a wander system
 - Location of receivers/locators# of pendants/double occupancies
 - purchase right away or add as you expand
 - Type of accessories needed
 - Types of reports you would like to generate



RESEARCH: (continued)

- Things to consider
 - Radius of your signal (outdoor capabilities?)
 - Wanting to add a wander system?
 - Location of receivers/locators
 - # of pendants/double occupancies
 - purchase right away or add as you expand
 - Type of accessories needed
 - Types of reports you would like to generate
 - Radius of your signal (outdoor capabilities?)



RESEARCH: (continued)

- Company search
 - Contact other LTC providers
 - Save mailings
 - Internet



INTERVIEWS:

- Interview at least 2 different companies in person
- See the product
- Ask for a demonstration
- Get product literature
- Price list
 - Hardware, software, pagers, pendants, wristbands, wireless keyboard



INTERVIEWS:

(continued)

- Copy of warranty
 - Pendant damage-faulty equipment
 - Problem with software/hardware
 - Dissatisfaction
- References
- Timelines for installation
- Tech support availability (24 hours?)



IMPLEMENTATION PROCESS:

- Have staff person assigned to be available to installer
- Company installs the system
 - Locators, receivers (get a map for future reference), hardware/software, bathroom call buttons/cords
- Enter names for all locators/receivers
- Enter names for all alarmed exit doors
- Enter tenant information into computer program
- Ensure system working before installer leaves
- Staff training



IMPACT ON TENANTS, FAMILIES, STAFF, & QUALITY OF CARE:

- Quieter environment
- Conversations that aren't interrupted with overhead paging noise
- Activity staff can be heard without disruption
- Privacy
- Staff accountability
- Quicker response times improve tenant's cares



DISADVANTAGES:

- System failure (Call system/Wander system combination)
- Communication from other parts of the campus (Wireless keyboard recommended, but not necessary)
- Weekly system check needed
- Needing to move alarms on doors
- Cost for equipment, set-up and repairs



LESSONS LEARNED:

- Look at all of your exits if adding a wander system
- Know the warranties
- Do your company research; get references
- Have a backup system in place if the system fails
- Log any problems you have with the system



THREE KEY POINTS TO REMEMBER:

- ✓ Plan Ahead
- ✓ Research
- ✓ Know what you're getting

