



THE CREST  
of Clemmons

Contributor:

**Mike Peoples**  
Financial Manager



The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

**For more information contact:**

Zohra Sirat, Project Manager, CAST  
zsirat@LeadingAge.org  
(202) 508-9438  
LeadingAge.org/CAST

# TekTone®

COMMUNICATIONS FOR TODAY ... AND TOMORROW.

## Building a Stronger Foundation with the Tek-CARE®120 by TekTone®

### Categories

1. Increased Resident/Staff/Family Safety and Satisfaction
2. Increased Peace of Mind
3. Others: Increased facility aesthetic

### Organization Name

The Crest of Clemmons

### Organization Type

Assisted Living Facility

### Organization Description

Clemmons, North Carolina is situated just southwest of Winston-Salem. Surrounded by trees and a quiet business park, The Crest of Clemmons rests peacefully within the heart of the city.

With 45 rooms, The Crest of Clemmons can provide housing and care for up to 83 residents. The four-floor facility provides dual rooms for residents with a single bathroom in each. Each of the three resident floors has a centrally located nurse station where calls are announced and staff can respond.

### Project Description

The Crest of Clemmons utilized the Tek-CARE® NC110, a legacy analog TekTone® system. Known for its long-lasting build, there are NC110s installed in the field that have been in operation for 20 years. However, this particular system became the victim of a lightning strike. Mike Peoples is the facility's financial manager, but also manages to wear several other hats related to the maintenance of the facility. He and the rest of the facility staff were faced with the decision to upgrade.

The layout of the NC110 system was simple – one wall-mounted master at the nurse station on the second floor and a single zone light at the nurse stations on the third and fourth floors. Each resident room included a single SF100C patient station with a dual call cord, and each bathroom contained an emergency switch with a pull cord. In addition to the zone lights on each floor, a dome light was situated above each patient room. In this previous set-up, only the nurses on the second floor were able to identify exactly where each call came from on the main panel. Staff on the other floors were notified of calls via the zone lights, but had to walk around to discover which room placed the call.

## *Safety Technology Category*

Nurse Call

## *System Embodiment*

Hardwired nurses station, dome lights and patient stations with wireless mobile and TV app technology.

## *Business Model*

Mixed

## *Implementation Approach*

Rather than replace the existing system with another NC110 system, the staff at The Crest of Clemmons chose to upgrade to the new Tek-CARE<sup>®</sup>120 by TekTone<sup>®</sup>. With two-wire installation, the system was allotted one week install time, but only took two and a half days.

The simple two-wire system allowed for easy and quick installation, which was appreciated by both the installing company, Warden Enterprise, and by Mike Peoples. He noted that if any of the stations were to go bad, anyone at the facility could quickly replace it—which is critical in an assisted living environment.

Once the system was installed, there was an immediate difference for the facility. “It’s a lot easier to use,” stated Peoples. “I haven’t had one person say ‘I don’t know how that works.’” With their new set-up, nurses now have a master on every floor so they are able to identify where each call is coming from.

The facility also added a Tek-BRIDGE<sup>®</sup> server to the Tek-CARE<sup>®</sup>120 to enable management reporting and notifications. For example, the system is programmed to alert administration if a call goes unanswered for a certain time interval. In addition, the facility opted to include the new Tek-CARE<sup>®</sup> App server for iOS Mobile and Apple TV. In time, a large monitor and Apple TV will hang next to each nurse station to display calls as they appear on the master station. Peoples’ enthusiasm is for the availability. “You can buy it anywhere,” he said, allowing for easy replacement, if necessary.

Though the facility does not currently use the Tek-CARE<sup>®</sup> iOS Mobile App, they plan to do so in the future. The mobile app enables iPhone, iPad and iPod touch devices to view patient calls, place staff request calls, and view patient information. After the recovery from the lightning strike, this is something they are excited to implement in the near future.

The Tek-CARE<sup>®</sup>120 system provides facilities with flexible design and easy upgrades. With optional features such as reporting, paging, and mobile device integration, the system can be designed to meet the specific needs of any facility.

## *Conclusion*

While The Crest of Clemmons remains in a transitional period, their Tek-CARE<sup>®</sup> systems are working hard to support them in their time of need. Additional mobile devices and monitors can be added at any time using the Tek-CARE<sup>®</sup> App Server, and management reports can be configured to reflect any required information, including response times, types of calls and quantity of calls placed.

## *Outcomes*

The results of the upgraded system are abundant. The nursing staff on each floor can now identify exactly where each call is coming from to provide a quicker response time to their residents. With the mobile and TV apps, they can also view calls while away from the master station, saving time on foot. The Tek-CARE<sup>®</sup>120 is “a lot easier to use” and is more effective in assisting the staff and the residents. Using the Tek-BRIDGE/Tek-CARE Appliance Server, the system is programmed to alert administration when calls have gone unanswered for a specific period of time. The utilization benefits are also supplemented by the clean and modern aesthetic of the new system, improving the overall appearance of the facility.

## *Challenges and Pitfalls to Avoid*

When it comes to life safety equipment, nature can take down even the most reliable systems. It is important when considering a replacement to consider delivery time, installation and also the benefits of choosing a system that will enhance the entire facility rather than finding an exact replacement for a system that no longer serves the needs of the modern healthcare system. Finding a system to fit the specific needs of the facility in a timely manner is priority.

## *Lessons Learned/Advice to Share with Others*

Choosing to retrofit a newer system is not always a difficult task. When provided the right systems integrator and the right product, it can be a simple upgrade that can make a lifetime of difference.