

Case Study: Increasing Staff Efficiency and Peace of Mind through Safety Technology



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Categories:

- ◆ Reduced Response Time and Incidences
- ◆ Increased Resident/ Staff/Family Safety & Satisfaction and Peace of Mind
- ◆ Improved Outcomes

About the Organization

Organization Name:

Loretto Health and Rehab

Main Contributor:

Jack Pease, Administrator

Organization Type:

Long-Term Care Rehab Facility

Organization Description:

Loretto Health and Rehab is located in Syracuse, NY. It is a long-term care facility with more than 580 beds and 150 post-acute beds.

The facility's parent company, Loretto, owns several other facilities in central New York. Throughout its history, Loretto has focused on responding to community needs in an innovative, caring fashion. Today, Loretto serves nearly 10,000 individuals a year through its extensive network of services.

Project Description

Loretto Health and Rehab had been relying on a system that was 20 years old. This system provided little flexibility in configuration and functionality. Jack Pease, an administrator at Loretto Health and Rehab, was looking for an integrated call/wander system that would allow staff to expeditiously respond to wander and elopement events.

When providing independence to residents, they were concerned they were putting them at risk for elopement.

Safety Technology Category

Elopement Prevention

System Embodiment

Bands, Smart Phones

Business Model

Standard of Care

Implementation Approach

Loretto Health and Rehab explored multiple options before deciding Accutech's ResidentGuard wander management system was the best fit for its needs.

The implementation process included consideration of the following items:

- ◆ Scalability: Our system offers options that will grow as a facility's needs grow. Whether through multiple product options or a customizable solution, our system takes into account the best product scale for now while leaving room for the future. The system can engage with door locks, electronic bypass systems, nurse call stations, and more.
- ◆ Integration: ResidentGuard can integrate with your current nurse call station/system, electronic access control (EAC), CCTV or camera system, pagers, beepers or any other mobile devices carried by caregivers, and any other internal systems used to prevent elopement for a seamless security process.
- ◆ Tag attributes: Our waterproof active radio-frequency identification (RFID) tags interact with specialized wearable bands worn by at-risk residents to protect them from threat of elopement when used in combination with alarms and other security features. These

bands resemble a wearable fitness device instead of an institutional bracelet with no visual LED indicator, with tracking technology plus comprehensive support.

- ◆ Alarm accuracy & reliability: Accutech's ResidentGuard tags will not interfere with other devices for a seamless experience with caregivers and staff. We have the flexibility to meet the demands of the facility's discretion on how layered and involved the alarm and protection levels need to be for a successful and integrated system to prevent the threat of wandering events.
- ◆ Hardware and software: Accutech's ResidentGuard software gives users the ability to create custom floor plans, run crystal reports, add resident photos, and tune zones remotely. The system can also be integrated into the Accutech Access electronic access control (EAC) system or scaled up to the Accutech Integrated Solutions platform. This would provide a facility with the ability to integrate electronic access control, video, and wander management. After attaching a picture to a tag number in the software, the resident photo can be displayed at a local keypad or nurse's station. Centralized reporting on all doors and resident tags allow for easy filtering and customizable report generation that allows you to spot trends and understand system dynamics.
- ◆ Technical support: Accutech provides high-quality, cost-effective security systems backed by the industry's most comprehensive customer support program with 24/7/365 technical support and local service through Special Care Systems, a certified dealer and network handling management company.

Accutech ResidentGuard technology:

- ◆ The test tag station gives current and future users the ability to see the remaining battery life and warranty date on any resident tags. The tag test station also allows users to see the tag problem number and battery percentage, and has a field for notes.
- ◆ ID-TAG (Identification-Tag Activator/Deactivator) is a handheld device that brings additional functionality to all Accutech systems. Staff can turn tags on or off, verify tag numbers, review warranty dates, and check remaining battery life from an LCD screen. This ID-Tag is rechargeable via a lithium-ion battery.
- ◆ 418 MHZ Frequency: All ResidentGuard systems are shielded against radio-frequency (RF) interference for the life of the system. Each tag operates at a unique frequency (418 MHZ) on the edge of a range available only to the Department of Defense. The embedded ID code on the RFID chip, in addition to the

unusual frequency, is transmitted on combine to make ResidentGuard the most reliable wander management system available — minimizing the problem of false alarms.

The ResidentGuard LC 1200 features include:

- ◆ Stand-alone wander management solutions
- ◆ "Wander alarm" at specific door locations
- ◆ Wireless stagger tuning capabilities
- ◆ Centralized alert panel
- ◆ Dry contact nurse call integration
- ◆ The ability to turn tags on and off
- ◆ Multiple resident "tag" options
- ◆ Elopement prevention with optional door locking upon resident approach
- ◆ Resident "escort" features

The Resident LS 2400 system features include:

- ◆ Resident ID and photos available at door or nurse's station
- ◆ Five different alarm types: wander alarm, low tag battery, door ajar, resident loiter, and system supervisory
- ◆ Direct integration to over 15 nurse call systems
- ◆ Wireless stagger tuning capabilities
- ◆ Custom community floor plans
- ◆ Full reporting capabilities via ResidentGuard or nurse call software
- ◆ Remote tuning and configuration
- ◆ Tri-AXIS wireless antenna delivers coverage of up to 12 feet for a single controller
- ◆ Network addressable with appropriate integration and network device
- ◆ Ability to turn tag on and off
- ◆ Integration into nurse call system, electronic access control, and CCTV systems
- ◆ Elopement prevention with optional door locking upon resident approach
- ◆ Resident "escort" features
- ◆ Multiple reporting options

Outcomes

Loretto Health and Rehab has already seen a number of benefits as a result of implementing ResidentGuard. ResidentGuard saves employees a lot of time, as it allows them to know immediately if someone is having an issue, and they don't need to go back to the nurse station since the call and wander system is integrated into smart phones. This also makes things much quieter, providing a more professional environment and driving better quality of life for residents.

Pease says that having a wander management system makes their facility more attractive for patients and families, "They are concerned about their loved ones getting out, and now we have a system where that can't happen."

While we recognize an obvious need for staff members, the addition of a wander management system in collaboration with policies and procedures give staff members and families peace of mind that a successful wander management system will prevent an elopement from occurring while also allowing residents to walk the facility more freely.

Quantifiable data is collected by the facility. Wander or elopement events can be documented via software or nurse call stations to determine the validity of this system versus the previous system, or in some cases no system at all. In the case of a facility with no current system, Accutech ResidentGuard can be used to begin to measure the number of elopement incidents as well as the amount of staff time spent responding to these incidents.

Challenges and Pitfalls to Avoid

- ◆ Be sure to understand how you want your wander management system to integrate with other systems in the building.
- ◆ Discuss with management and staff the desired level of alarm escalation early on, preferably in the planning phase.
- ◆ Discuss with management and staff the desired levels of access and freedom for each resident in their respective areas early in the implementation phase.

Lessons Learned/Advice to Share with Others

- ◆ Wander management systems are effective tools for caregivers.
- ◆ Human diligence, having well-thought-out security policies and procedures, and training on (and adherence to) such policies are important to the success of technology implementation, operation, and attaining desired outcomes. Technology can help when added, but no technology can replace such policies and procedures.