



Contributor:

**Jamie Aurand**

*Nursing Home Administrator*



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



## Susque-View Reduces Alarm Noise and Assures Safety through Acuity Rapid Response Nurse Call, Location Pendants, Reporting and Paging System

### *Categories*

1. Reduced resident wait time
2. Reduced fall, wander incidences
3. Increased resident/staff/family safety and satisfaction
4. Increased peace of mind for family
5. Improved regulatory compliance
6. Improved outcomes (i.e. Increased occupancy rates, survey scores)
7. Reduced liability and costly legal fees from falls
8. Improves patient/resident care and caregiver performance
9. Streamlines caregiver workflow allowing for quicker response times
10. Increased communication with the patient/resident.
11. Proven results in increasing survey scores prove better reimbursements and reduce operational costs.

### *Organization Name*

Susque-View Home Nursing and Rehabilitation Center

### *Organization Type*

Offers inpatient care, outpatient care and rehabilitation services

### *Organization Description*

Susque-View Home Nursing and Rehabilitation Center is a skilled nursing facility nestled in Lock Haven, PA offering inpatient care, outpatient care and rehabilitation services. Their professional care providers are committed to the one common goal of providing the best possible care for each patient/resident's individual needs. The beautiful campus encompasses an indoor atrium with lush plantings and a koi fish pond, an on-site beauty shop, a backyard terrace area with garden pathways and a covered patio area with an outdoor fireplace for residents and family to visit. Click here for a virtual tour of the Susque-View Community: <http://www.susqueviewhome.com/touronline.html>.

## *Technology Partner*

Symtech Solutions designs, installs, and services healthcare communication systems such as nurse call, wander management, infant abduction protection, caregiver/equipment real-time-location, hospital wayfinding, electronic patient whiteboards, educational interactive TV, intercom, access control, public address systems, automated code blue announcements and more. Additional case studies available at: <https://www.symtechsolutions.com/case-studies/>.

## *Project Description*

A two-phased renovation of Susque-View's Nursing Home in Lock Haven, PA is complete with a UL 2560 and 1069 R7 approved Acuity Rapid Response Wireless Nurse Call. This is a truly UL tested wireless nurse call system to assure we comply with new wireless nurse call regulations, increasing the safety and satisfaction of residents, reducing liability and fall incidents and providing peace of mind to family members. Proven results in increasing survey scores prove better reimbursements and reduce operational costs.

Acuity Rapid Response is a wireless nurse call system that is genuine UL 2560 & 1069 R7 certified for independent, assisted, skilled and acute care facilities. This easy to use system integrates with the broadest range of wireless devices - tablets, smart phones, pocket pagers, etc., can be paired with location pendants for residents/patients and runs customized scheduled reports. Visit [www.acuitywireless.com](http://www.acuitywireless.com) for more information.

## *Safety Technology Category*

UL 2560 and 1069 R7 Wireless nurse Call, wander management protection, resident location with wrist pendants, nurse call reporting package, pocket pagers.

## *System Embodiment*

*Pagers and Pendants:* Replacement of the existing Care Comm II Nurse Call System on each floor and the installation of a pocket paging system with location pendants. The pagers are set to vibrate and notify caregivers when an alarm is placed, such as a bed exit alarm, instead of sounding an audible alarm. Similarly, if a resident needs help, they push their pendant. The pendant instantly locates the resident and caregivers respond immediately. System also included a management reporting package.

## *Business Model*

Jamie Aurand, Susque-View's Nursing Home Administrator, was aware that the existing Executone's outdated Care Comm II Wired Nurse Call System had to be replaced, as it was discontinued and parts were becoming harder to find. "Originally we planned to budget and replace the nurse call system one floor at a time, but there was an additional cost to tie all of the systems together for reporting. We bit the bullet and invested in changing the entire facility to Acuity Rapid Response." said Jamie.

## *Implementation Approach*

The project was completed in 2 phases to eliminate operational downtime. This included the replacement of the existing Care Comm II Nurse Call System on each floor and the installation of a pocket paging system with location pendants. The pagers are set to vibrate and notify caregivers when an alarm is placed, such as a bed exit alarm, instead of sounding an audible alarm. Similarly, if a resident needs help, they push their pendant. The pendant instantly locates the resident and caregivers respond immediately.

## *Outcomes*

Susque-View is very satisfied with the reduction of noise from the Acuity Rapid Response Nurse Call System and the support that was provided by Symtech Solutions during installation and training. "I like having reports emailed to me on a daily basis to show performance. Overall, Acuity Rapid Response has made our care providers more efficient." said Jamie Aurand, Nursing Home Administrator.

The Acuity Wireless Nurse Call System increases the safety and satisfaction of residents, reduces liability and fall incidents and provides peace of mind to family members. The system has shown results in increasing survey scores for better reimbursements and reduced operational costs.

## *Challenges and Pitfalls to Avoid*

The project was completed in 2 phases to eliminate operational downtime and presence/noise disturbance to the residents. Assigning designated project managers, along with project meetings to keep the facility informed of the projected timeline progression allows for a smooth transition.

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

Susque-View's Nursing Home Administrator, Jamie Aurand explains why he chose the Acuity Nurse Call System, "We researched many wireless nurse call systems, but at end of day, the most important selling point was the ability to have a bedside station with an additional axillary jack to use for bed exit alarms. No one else had that. With other nurse call systems, we would have had to add an additional station or put in a splitter but staff wouldn't know if it was a call bell or a bed exit alarm. This is a huge concern, because there is a major difference between the two. We did our homework in researching the competition and at the end of our review, the investment was worth it to get what we wanted." In addition, the Acuity is 100% U.L. 2560 and 1069-R7 certified. The U.L. certification assures that you are purchasing a system that has been tested and certified to the highest quality and reliability standards. The U.L. certification assures the system will perform well for the residents, assure the calls for help will be received promptly and notify the appropriate people when there is a system trouble. The U.L. certification may minimize any potential legal risk and associated issue that may arise due to installing a non U.L. certified system.