

# Case Study

Long-term healthcare facility sought collaborate partner to design and install a response management system to improve workflow and resident outcomes.



## Client:

Goshen, Ind.-based Courtyard Healthcare Center

## Challenge:

To implement a high quality response management system with necessary support for better communication

## Solution:

- Establish a trusted, outsourced partnership focused on customer service and satisfaction
- Provide a nurse call solution that would span three wings of the facility with centralized control and custom messaging
- Enable custom reporting through the nurse call system that can be automated and/or accessed remotely
- Provide the necessary technical support for new systems
- Continue to nurture a longstanding customer relationship based on providing collaborative solutions and options at cost effective levels

## Results:

- Developed a long-standing, trusted advisor relationship
- Partnered to develop an accepted high-quality nurse call and response management system with custom features
- Improved response times, reporting practices and overall resident care

## THE CLIENT

Courtyard Healthcare Center is a not-for-profit organization located in the close knit community of Goshen, Ind. The skilled nursing facility values comfort for its residents, and places tremendous focus on meeting individual needs. Courtyard Healthcare houses three wings with a total of 113 resident rooms of the private, semi-private and couples' suite varieties, as well as 12 common areas.

## THE CHALLENGE

In order to better execute their mission of providing quality care to their residents, the staff at Courtyard Healthcare Center was challenged with upgrading the communications technology throughout the building. The facility required a complete overhaul in nurse communications that provided centralized control, custom alerting options and better reporting capabilities. The Courtyard team wanted and needed a communications system that would perform at the same level as their highly skilled caregivers. An integrated communications technology team with the experience, knowledge and expertise in both healthcare and technology was vital in the process of creating a customized solution that met all the needs of the healthcare center.

## ESCO COMMUNICATIONS SOLUTION

ESCO and Courtyard agreed that a wireless nurse call solution from Status Solutions called a Situational Awareness and Response Assistant, or SARA, was the best fit for the facility. Suited for flexibility and growth over time, SARA not only integrates to provide alerts from other systems such as elopement, fire and security, but is expandable to deliver a wide variety of reminders and monitoring notifications.

Examples include medicine reminders, temperature monitoring/logging, wireless bed/chair pads, cigarette smoking detection and asset tracking.

The browser-based SARA system has one centralized server that controls custom text messaging to three IP Wall Boards that are located in the nursing station of each wing. With SARA, unique tones can be added to the text messages through PA system integration for even further customization. The text and audio combination has

*"We knew we wanted a platform. The problem with the old system is that it was a dead end - there was nothing more we could do with it after it was put in. With SARA, we have something to build upon. We're in the process of integrating with other systems like we did with the Resident Guard system," said Reid Centers, Assistant Administrator*

eliminated the amount of noise created by Courtyard’s previous system, a huge improvement that was recognized by both staff and residents.

The team also saw great advancement in their reporting and staff management capabilities with the implementation of SARA. Administrators are now able to access all system information at any time, including current event data, event history and reports. This information can be accessed remotely through a password protected Status Solutions portal, or it can be sent automatically via email based on a criteria set by the user.

While SARA has created a whole new resident experience and communication process for Courtyard, not all of its pieces were new to the building. Some of the facility’s existing equipment such as pull switches and cords were reused during system installation, an added benefit when tasked with ensuring that limited dollars are spent most efficiently. Additionally, SARA offers several system features for improved communication that can be implemented later such as two-way audio communication between caregivers, a feature that is on Courtyard’s list as a future endeavor.

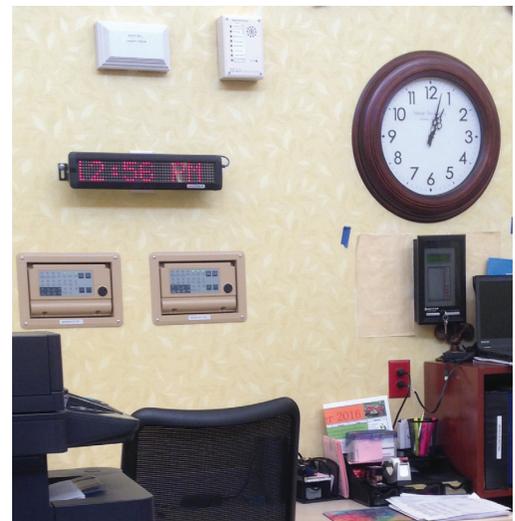
After the successful installation of the Status Solutions SARA system, Courtyard Healthcare Center opted to move forward with ESCO Communications on a second system overhaul for wander management. To better care for residents who are at risk for wandering, the ESCO team installed Resident Guard, a top-notch elopement system from Accutech that was easily integrated with SARA. Thirty water-resistant tags and 23 door monitors were supplied in addition to a testing station that ensures tag functionality. If a tag is too close to an exit door, the door is locked immediately. Then SARA alerts caregivers by sounding a unique tone and sending a text message to the IP Wall Boards. Because Resident Guard is integrated with SARA, all event activity is recorded and available for review.

## THE RESULTS

The collaborative efforts of ESCO Communications, Status Solutions and Accutech resulted in a high-tech, easy-to-use solution for Courtyard Healthcare Center that helped the organization meet and exceed its goal to improve communications within the facility.

Since the installation of the nurse call and elopement systems, the Courtyard staff has reduced average response time from four to five minutes to less than three minutes! “Reducing the call light time has really provided better outcomes for our residents, which is the ultimate goal,” said Reid Centers, Assistant Administrator.

ESCO Communications has forged a new partnership with Courtyard Healthcare Center throughout this project’s lifecycle, and will continue to be a trusted advisor and provider.



This IP Wall Board at a nursing station will show custom text alerts including reminders and emergency calls.



With fast and easy reporting capabilities, Courtyard Healthcare Center now holds monthly contests between the three wings of the facility for fastest response time.

