

Samaritan Village

Boosting resident safety and operational performance

Overview:

Samaritan Village is a stand-alone not-for-profit Senior Care Community located in Hughson, California. They provide luxurious Independent Living, Residential living and Assisted living settings, with the flexibility to adjust the level of care residents receive as their needs change. They create an engaging, healthy and productive senior living experience for all who call Samaritan Village home.

Samaritan approached Civica with the need for a well-balanced nurse call system that could proactively keep residents safe, while also providing them with the privacy and freedom of independent living. In addition to being accurate, reliable, and stable, Samaritan Village needed a wireless nurse call system, with advanced features such as: resident location tracking; staff tracking; and reporting on individual staff members and residents.

Solution:

Samaritan Village chose Civica's smart wireless nurse call system with real-time location tracking, RTLS In Motion. RTLS In Motion offers resident location tracking, staff duress, staff tracking, wireless life safety calling, wander management features, proactive resident alerting, equipment tracking, detailed reporting on individual residents and staff, and more.

The system is comprised of wireless pendants worn by both staff and residents, and location tracking monitors that are placed throughout the facility. As residents and staff move throughout the facility, their pendants communicate with the location tracking monitors, where the software actively logs and monitors every individual's location. At any time, staff can look at the facility map in the system and see the location of every resident, in real-time. When alerts are triggered, such as a resident pressing the button on their pendant, the system will alert staff on their mobile phone or at the nurse station, who called for help and display their location.

Learn more:
civica.com/RTLS-Senior-Care

Contact us:
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Why Civica

- RTLS In Motion serves over 8,300 residents, assists 5,800 staff, emits 62,000 weekly alerts, and saves over 1,000 hours.
- Civica delivers cloud-enabled critical software to drive clinical, financial and workforce efficiencies. Supporting frontline workers, clinicians and key decision-makers with precise insight to make informed decisions, our focus is always on getting the right information to the right person at the right time.
- With over 30 years experience, we're committed to improving outcomes for citizens
- Our smart software is helping deliver the public services of the future

True cost of care

By using RTLS In Motion, Samaritan Village is now able to calculate their true cost of care. Since the system tracks and reports on metrics such as the frequency residents request assistance, and how long staff spend with each resident, they can assign a dollar value on the resource draw of each resident.

Samaritan Village can use the data collected by the system for operations activities to better understand staff workloads, care needs of residents, and overall health of a Community. They can also use these reports for meetings with the resident's family, by showing concrete proof on how much time staff are spending with each resident, and if needed discuss changes to the resident care plan or level of care.

Resident independence

Samaritan Village strives to promote a home-like environment in their community. RTLS In Motion provides residents with increased privacy, without compromising safety. This includes encouraging residents to freely move throughout the campus to use the many services and amenities provided. When residents press the help button on their personal pendant, they are always shocked at how quickly staff respond.

If they wish, residents can also remain in their room without having staff checking in on them every couple of hours. The seamless access to help through the resident pendants allows staff to monitor residents from afar. The system will also send proactive alerts if there has not been any activity during a set amount of time.

Resident safety

The adoption of RTLS In Motion has been nothing short of enthusiastic. The idea of having access to help from anywhere on campus at any time, adds an extra level of peace of mind for residents and their family. The residents are diligent about keeping their pendants within reach and remembering to carry it with them when they leave their suite.

When the residents end up pressing the help button – whether on purpose or by accident – they are always impressed with how quickly staff respond to the call.

Workflow & efficiency

Soon after implementation, Samaritan Village could already see the benefits RTLS In Motion had on staff's workflow efficiency. By having the system simply tell staff who needs help and where, while staff are on the go, made a vast improvement by eliminating inefficient travel and wandering. The reporting on staff location and movement has allowed management to analyze their operation and further improve staff efficiency.

RTLS In Motion also makes the care team's job easier, since the system tells them when to proactively check on residents and alerts them when a resident requires immediate assistance. Staff were quick to realize that the system is helpful with their workflow.



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