

The Wauklehegan Manor

Upgrading to a smart wireless nurse call system

Overview:

The Wauklehegan Manor is a Senior Care Community located in McAdam, New Brunswick. They provide comprehensive long-term residential care and community services. They are a 36-bed nursing home that accommodates 35 permanent residents and 1 Relief Care resident, in 28 single suites and 4 double suites.

Wauklehegan had been using a traditional fixed and wired nurse call system comprised of standard pullcords in bedrooms and in toileting areas. Given the age of the system, it had become unreliable, with limited parts and service availability – when something broke, they couldn't always get parts or people to service it. On top of the reliability and servicing issues, they also faced issues with resident's not always being able to reach the pull cords when requiring assistance, and that the system required staff to be stationed at the nursing stations in order to receive an alert.

Solution:

Wauklehegan wanted to use this opportunity to invest in advanced and modern technology. They wanted a system that would allow them to expand from basic nurse call functionality to a system that also included location tracking, temperature monitoring, detailed reporting and more.

The system is comprised of an on-site server to run our software, 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 server 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 and at the nurse station, who called for help and display their location. Civica's RTLS In Motion provides a full turn-key solution, including hardware, software, services, installation and support.

“ After doing a thorough review of available systems, it was clear that Civica's RTLS In Motion provided unmatched functionality over and above typical nurse call functions.”

Debi Bourque,
Executive Director, Wauklehegan

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

100% accurate location coverage

RTLS In Motion provides full location tracking coverage of Staff and Residents throughout the Community, with 100% accuracy. Residents and Staff are fitted with either a clip on, wrist worn or lanyard worn wireless pendant. As they move throughout the campus, the system tracks their precise location through their pendant. With our level of accuracy we can provide smart features, detailed reporting, and eliminate false positive alerts. This in turn promotes safety and operational efficiency.

Staff tags

The staff wearable component of the RTLS In Motion System – the Staff Tag – includes a staff location tracking feature. This allows the system to track the performance of the campus by tracking statistics such as staff response time, duration spent with residents, and location history, without increasing staff workload by manually logging their actions. This feature also allows staff to automatically clear resident alerts, by simply entering in close proximity of the resident in need (a smart feature). Additionally, the staff tags provide staff with a staff duress feature, which provides them with an internal help call feature.

Resident pendants

Much like the Staff Tags, the magic in RTLS In Motion is derived from the location tracking of residents, through our wireless resident pendants. These pendants proactively communicate their location in the building to the Momentum system every 3 seconds.

“One of the biggest benefits of the system is that our residents can push their personal pendant anywhere in the building, and Staff will receive their alert with the resident’s exact location” says Bourque. We offer a combination of removable and lockable straps, depending on the resident population and memory care requirements. The system can also be configured to alert staff should residents start wandering, loitering near exits, exit the campus, or enter other resident’s rooms.

Pullcords

We installed our wireless pullcords at resident bedside for integration to pressure sensitive bed alarms, and as an added layer of resident security. We also installed wireless pullcords in bathroom areas for added security for both residents, their guests, and staff. An added benefit with our wireless pullcords, is if a resident’s room or toileting area is rearranged or undergoes construction, the wireless pullcords can be easily relocated by their staff – no service call needed!

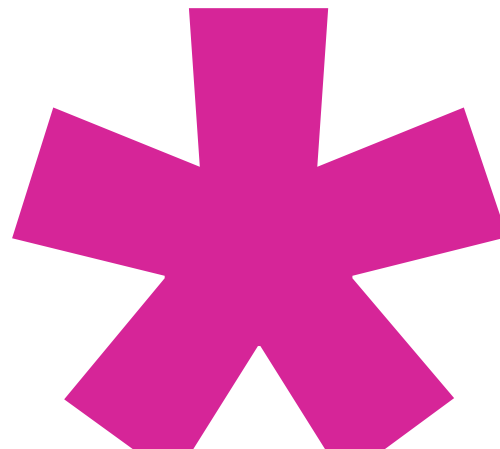
Temperature tags

Wauklehegan chose to implement Momentum’s Temperature Tags for monitoring medication refrigerators. When implemented, Temperature Tags monitor the precise temperature of medication/food fridges and reports on historical temperatures. Should the temperature exceed the minimum or maximum temperature threshold, it immediately sends an alert to staff so they can take appropriate action. This is helpful if a door is left ajar, but also useful should the fridge fail.

Looking ahead

Wauklehegan has taken advantage of the powerful reporting features available in the RTLS In Motion system, and has been incorporating the data in operational reviews and family conferences.

Wauklehegan is also looking forward to future opportunities to integrate RTLS In Motion with Momentum EHR, care management software.



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