



Workflow and Satisfaction Solutions  
for Long-Term Care Facilities

Time for What Matters Most



# Get Back to What You Love to Do

Caring for your residents is your life's work. Your time and expertise are best spent focusing on their safety and satisfaction. Knowing their needs are understood and tended to in a timely matter proves to residents, and their families, that your life's work is in their care and they can put their trust and faith in you to provide that.

At Rauland, providing the best solutions to assist you is *our* life's work.

Responder<sup>®</sup> 5000 nurse call communication solutions can help you:

- Make a positive impact on the life of every resident and colleague
- Improve staff retention
- Boost productivity
- Improve workload management using better information management
- Strengthen your reputation
- Provide reassurance to residents and families





# Your facility is a Community

## What does each member of the care team in your facility really need?

Residents want to feel safe, secure, and cared for with dignity.

Families want to feel confident in the decision they've made, knowing their loved one will be well cared for, and safe.

Administrators need to balance economic priorities with an ability to deliver safe, effective care in a competitive marketplace.

And, touching the heart of everything is the nursing staff. Caring for the residents is their life's work.

They want to keep their residents comfortable and safe, with efficient, compassionate care.

Repetitive tasks and ineffective communications can add many unnecessary steps, and waste valuable time. Real-time communication can increase staff response times dramatically, helping to improve resident care and reducing stress for both staff and residents. With an ease in communications and better workflow, care can be dramatically improved and precious time saved.

**At the heart of these needs is  
one simple, shared human need:  
the need to be heard.**



## **RESPONDER 5000 KEEPS COMMUNICATIONS AND INFORMATION FLOWING, HELPING YOUR FACILITY BECOME A TRUE COMMUNITY OF CARE.**

### **ENGAGED FAMILY**

- Strengthens family engagement for better resident satisfaction
- Allows family to make direct requests to appropriate staff, rather than interrupt nurse
- Reassures families with continuous tracking of resident location for safety and security

### **FOCUS ON PREVENTION**

- Monitors and trends critical activities for continuous improvement to help avoid readmissions
- Continuous flow of data helps you prevent pressure ulcers, manage control of infectious residents
- Helps prevent wandering-related injuries and associated liabilities

### **ENVIRONMENT OF CARE**

- Enables compliance with quality-over-quantity Medicare Value Based Purchasing (VBP) programs
- Improves interdepartmental integration, including Housekeeping, EVS, Transport
- Reveals over-burdened staff situations for rapid mitigation

### **LOCAL SERVICE / SUPPORT**

- Timely, onsite delivery of clinical design, implementation and application services and support
- Responder training is continually refreshed based on our field experience and ongoing R&D enhancements
- Get your staff up to speed quickly and successfully

## **INTEGRATIONS**

Rauland has integrated its nurse call with a number of systems providers to ensure easy, seamless operation with Responder 5000 architecture, including phones as well as ADT. A resident safety interface also helps create a more secure, comprehensive system, including button presses from a pendant for emergencies. These integrations allow your facility to receive optimal value while reducing redundancies.

## **SOFTWARE**

The Responder 5000 Software Application provides a robust and uncomplicated solution for your communication needs, with activity boards, messaging app, reports and resident management.



## STAFF RETENTION AND SATISFACTION

More time caring for residents can directly impact better 'quality of care' outcomes. And better quality of care results in a more pleasant experience for the residents as well as the staff.

The improved workflows and direct communication of Responder 5000 can help the care team be more effective in delivering timely care, and allow them to spend a larger percentage of their shift in doing what they love most- -caring for their residents.

- Audio stations with phones help staff set expectations with residents, communicate in real time, use their time most efficiently, and ensure a more pleasant environment
- Data analytics can help staff demonstrate they are responsive to resident needs, identify areas for focused training, and provide a deeper dive into scheduling to assure the unit is properly staffed based on needs and help alleviate overworked shifts.
- Staff satisfaction and stability can be improved when staff have better communication and workflow tools, helping them to deliver better care and be more organized with their work with other team members.

## ROUNDING AND SAFETY

Responder workflow reminders, like Rounding on residents, can reinforce proactive care, and deliver a corresponding reduction in pressure ulcers and reduced falls.

Pressure ulcers are a clinical concern worth monitoring. Responder workflows remind staff to proactively reposition residents, and address preventative measures with residents at risk. The resident benefits by experiencing less pain, fewer infections, and a better quality of life. That can help the facility reduce costs, deliver a better reputation in the community, and improve quality measures and overall ratings.

Rounding measures also can have a direct impact on reducing falls by residents. Incorporating a rounding protocol using Responder proactively addresses any need to leave the bed, and helps avoid the resident trying to get up by themselves. By encouraging rounding, staff can build trust, reduce anxiety and uncertainty of the residents, decrease call light activity, and alleviate care team stress.

Responder 5000



# Create a community of care – and caring



Make sure everyone in your facility has their voice heard and their needs met. Rauland's robust communication systems can make daily work more efficient and effective for all your staff – and make daily life more satisfying for residents and their families.

Learn more now, visit [rauland.com](http://rauland.com), or call +1.800.752.7725 to schedule a personal demonstration.



**Rauland**  
A Division of AMETEK, Inc.

Toll Free +1 800 752 7725

From Outside  
the U.S. +1 847 590 7100

[www.Rauland.com](http://www.Rauland.com)