

Staff and Technology Work Together to Strengthen Care Delivery at Skilled Nursing Facility

A Skilled Nursing Facility today faces many complex challenges—staff and resident satisfaction, better communication, improved safety, efficient workflows. Overcoming these challenges requires an effective approach that integrates staff and technology as a unified solution.

Southridge Healthcare in South Dakota selected Rauland's new Responder® 5000 system as the technology of choice in helping drive that increased staff and resident satisfaction and effective communication/workflows.

A 110-bed long-term and rehabilitative care facility in Sioux Falls, Southridge strives to care for each resident with dignity and respect. A long-time user of the Responder 4000 system, moving their rehabilitation wing to the latest Responder 5000 solution was a natural progression in their desire to care for every resident emotionally, physically and socially, with personalized plans and specific goals.

According to Denise Jager, RN, Director of Nursing, Responder has been a long-term solution for Southridge. "Over our 5-year history with Responder, we've never experienced any issues or problems," she said. "Given that history, we jumped at the opportunity to migrate to the latest and newest Responder 5000 technology."

Responder 5000

The Responder 5000 solution implemented at Southridge encompasses solutions for workflow with four-button stations; for communication using corridor lights and the resident station/speaker at the bed; for safety

with bath stations; and the nurse console for faster call response, setting services, and voice communication directly with the resident. The extensive reports package is easy to access, with detailed information that can be sorted and scheduled for regular email distribution.

"We used the previous system primarily for resident calls and seeing staff presence via the corridor lights above the doorways," she said. "We've significantly expanded our information and communication using Responder 5000. The system now helps us track staff presence by role, and delivers far more detailed information on the delivery of care, response times, and the specific needs of the residents."

"The reporting is much better than what we had previously. It's much easier to format, and much easier to read."

Bessie Hammer, RN/Administrator
Southridge Healthcare





Responder® 5000 Benefits

The Responder® 5000 nurse call communication solution can help you:

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



Local Service & Support

Working with Control Technology, Rauland's local partner who installed and delivered the system, Southridge has seen a seamless transition from the previous system to the new solution.

"We like the new technology, and we've had no concerns with training or using it to carry out our day-to-day activities," she said. "And should any issue come up, we know we have the local support to troubleshoot and get us back online quickly."

"Responder 5000 allowed us to use the existing infrastructure and cabling," said Allen Goodroad of Control Technology. "That greatly simplified the installation and managed costs, with minimal disruption to the unit, the staff and residents."

Impact of the Solution

The delivery of care requires effective application of staff and shifts, which in turn relies on management of workflows and patient loads. According to Jager, that care delivery and related workflow is based on the individual needs of each resident. Technology is useful to help direct that flow of information and calls efficiently.

Responder 5000, she said, can sort and present those needs to staff immediately as they happen, and help prioritize calls based on need and length of time.

"Staff are most efficient when they can track calls with Responder's overhead corridor lights, via the nursing console, and with different tones for different levels of calls," she said. The corridor lights can identify staff in room by role, by type of call, and even let housekeeping know that cleaning is needed, for example.

Jager said the lights quickly identify by color which level is in each room – RN or CNA. The lights also help staff track priorities of calls and avoid overtimes on response.

Using the nurse console, she said, can reduce steps needed in answering a call, by using voice communication with the resident to determine their need before going to the room.

"In our unit, the voice response from the nurse console can also help us ensure safety, by reassuring the resident that we received their call and that we're on our way, to wait for us," Jager said.

Southridge has programmed the system to escalate calls three times—at six minutes and again at ten minutes—with different lights and tones at each escalation.

"We've lowered our average response time to 2 ½ minutes at this point," Jager pointed out, "and strive to keep reducing it. We want our residents to know they are being listened to, and their needs are being responded to."

The result, Jager reports, has been improved communication, better workflows and quicker response times—and that translates directly to better staff and resident satisfaction.

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Denise Jager, Director of Nursing
Southridge Healthcare

Improved Satisfaction

Resident satisfaction is a critical initiative at Southridge, Jager said, growing out of the facility's 'Quality of Care' rounding initiative.

"We continually survey residents on satisfaction, not just at time of discharge," Jager said. "Response times is always considered and asked in these surveys, and staff want to be always responsive to the needs and calls by residents. Responder 5000 helps us meet that goal with its escalation of calls, allowing us to better prioritize those calls and identify the need as quickly as possible."

Powerful Reports

"The reporting is much better than what we had previously," according to Bessie Hammer, RN and Administrator at Southridge. "It's much easier to format, and much easier to read. It's also far more detailed with much more relevant information."

Responder 5000 has a number of different report types, by room and by unit, including

- Call cancel or rounding (RN vs CNA)
- Staff time in room
- Time of call and response time
- Calls outside response goals and overtimes

"The Responder 5000 reporting allows us to display information as charts and graphs," Jager added, "which is a capability important to the medical director here."

And, specific reports can be scheduled to be emailed at certain times of the day/week/month.

"Those reports give me the information I need to track resident care across the unit, to tweak staffing levels and improve staff performance," added Hammer.

Reports also are valuable, Hammer said, in communicating with family and residents on response times and quality of care. "The resident's and family's

perception of time may be very different from ours, so it can be very valuable to pull a report with real-time data to help alleviate concerns by family members or the resident themselves," she added.

Moving Ahead

Given Southridge's satisfaction with previous Responder systems, the successful implementation of the new Responder 5000, and the ability to impact workflow with all departments, Southridge is now considering the timeframe for roll out of the new solution to the entire facility.

"The new Responder helps us staff more efficiently, improve our resident satisfaction, and manage workflows in ways that are greatly needed and appreciated," Hammer said.



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Allen Goodroad
Control Technology



SOUTHRIDGE HEALTHCARE

About Southridge Healthcare

Southridge Healthcare is a 110-bed long-term and short-term care facility which has been providing skilled nursing and rehab services to the Sioux Falls, SD community for over 40 years. An interdisciplinary team of nurses, rehab professionals, social workers and expert health care professionals work together to develop the best plan of care to physically, emotionally and socially treat each resident with personalized treatment plans. A licensed physician supervises each resident's care and therapy, and the staff involves the resident and the families in the treatment process.



AMETEK®

About Rauland, a Division of AMETEK Inc.

Rauland, a Division of AMETEK Inc., is a respected global leader in the design and delivery of advanced communications, workflow and life-safety solutions for hospitals worldwide, with installations in more than 4,000 hospitals in 40 countries.



About Responder®

Rauland's robust Responder 5000 communication system can make daily work more efficient and effective for all staff – and make daily life more satisfying for residents and their families, helping your facility become a true community of care.



About Control Technology

Control Technology designs, installs and maintains communications systems for South Dakota, Minnesota and Iowa healthcare facilities, with highly qualified technicians and project managers dedicated to providing the best service possible. An understanding of the unique needs and challenges of healthcare facilities results in seamless communications integrations and decades-long partnerships with clients.



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