

CarePlus™ installation of Smartphone Integration at Berrington Care Group, Subiaco WA

Executive Summary

Berrington Care Group

- 6 Star Subiaco Aged Care Facility
- 112 beds

Challenge

- First installation of CarePlus™ with smartphone integration
- Huge collaboration needed between electrical technicians and IT professionals.

Solution

- Integrated into;
 - CarePlus™
 - Reporting
 - Inovonics wireless pendants
 - Wi-Fi telephony
 - Door camera
 - Door open function
 - Fire, fridge, freezer etc.

Results

- Single caregiver device
- Improved workflow
- Reduced staff
- NO buzzers, flashing light or LED signs

Berrington Care Group

Berrington Care Group is owned by Ken Loughton and Mark Patterson. They both had a long career as architects, specialising in the design of retirement villages, aged care hostels and nursing homes. They earned a reputation for design and project management and also for advocating for the benefit of residents.

Berrington Care Group is dedicated to constant improvement and recognises that their clientele includes the extended families of their residents and the local community. Berrington Care Group has a great commitment to customer service excellence.

Challenge

Berrington Care Group in Subiaco is the first of its kind in Australia. It is a 6 star aged care facility with beautiful furnishings, a full dining room with grand piano, fresh meals cooked on site each day, a café and a club room.

This new build aged care facility provides high quality service and physical features to meet the needs of the residents and to exceed the usual level of care given in Australian aged care facilities. Berrington Care Group is much like a very high-end luxury hotel.

Berrington uses the latest technology in many parts of the facility to provide a higher level of care. They use hands-free telephones, a local-area phone network, tablet computers, central monitoring and smart systems.

When deciding on what nurse call system to implement into their facility, Berrington were looking for a system that would allow them to provide the highest level of care possible to the residents.

Meeting challenges of specialisation:

- Berrington Care Group were looking for a nurse call solution that allowed them to offer the highest level of service possible to their residents, as well as improving staff efficiency and productivity.
- Berrington Care Group has a number of high care residents; they needed a system that allowed them to provide the highest level of patient safety.

Challenges and technical considerations

A number of technical challenges were faced by ELA in designing a CarePlus™ solution to meet the challenges of Berrington.

Best Modern Health Care Facilities in WA.

Ken Loughton said, "We understand that our clientele extends beyond our valued residents – it includes the extended families and the local community. And we are dedicated to keep on improving. That's why we will never aim just for customer satisfaction – we will not be satisfied with achieving anything less than exceptional service. Our commitment to this excellence is visible and tangible, so if you don't notice it, then we will need to try harder"

- This was the first CarePlus™ smartphone integration by ELA and the product's debut into the market.
- There was a huge collaboration needed between ELA technicians and an outsourced IT provider to ensure that the system was successful.
- The PABX digital telephony integration was a challenge but the interdependence of the two systems enabled multiple option integration paths.

Facilities at a glance:

- 112 beds/rooms
- 20 low care places
- 90 high care places
- 2 respite places
- Berrington Club room
- Hair salon and barber
- Spa and beautician
- Library area
- Café
- Private function room



Solution

There was a lot of discussion between ELA and Berrington Care Group about how to best meet their needs and find a suitable nurse call solution for their facility. Installing the CarePlus™ nurse call system with smartphone integration best met their requirements.

The next stage was to work with the builder and architect to ensure that the right configuration of systems was installed and integrated thus ensuring efficient workflow and communication. This project included a large amount of work with IT professionals to ensure that the smartphone integration component of CarePlus™ worked with the facilities IT infrastructure.

Flexible New Technology.

Mr Todd Emery GM at ELA said;

“CarePlus™ was the only solution we could provide Berrington Care Group that met their expectations and goals for the future”.

“iPhone integration provides mobility and efficiency of caregivers”.

Technical Solution

- Installed CarePlus™ nurse call into all 112 bedrooms, bathrooms, and in various other rooms of the site.
- CarePlus™ connects to both iPhone and iPod touches to alert staff to nurse call alarms.
- Critical messages are higher priority than other texts and;
 - Pop up and demand a recipient’s attention
 - Provide traceability of when messages were delivered/opened
 - Are stored in separate inbox from personal messages
- Install and integrate Inovonics Wireless pendants into CarePlus™ and hence into CarePlus™ Mobile Connect.
- Integrate Fridge Alarms and Fire Alarms into CarePlus™ and hence though to CarePlus™ Mobile Connect.

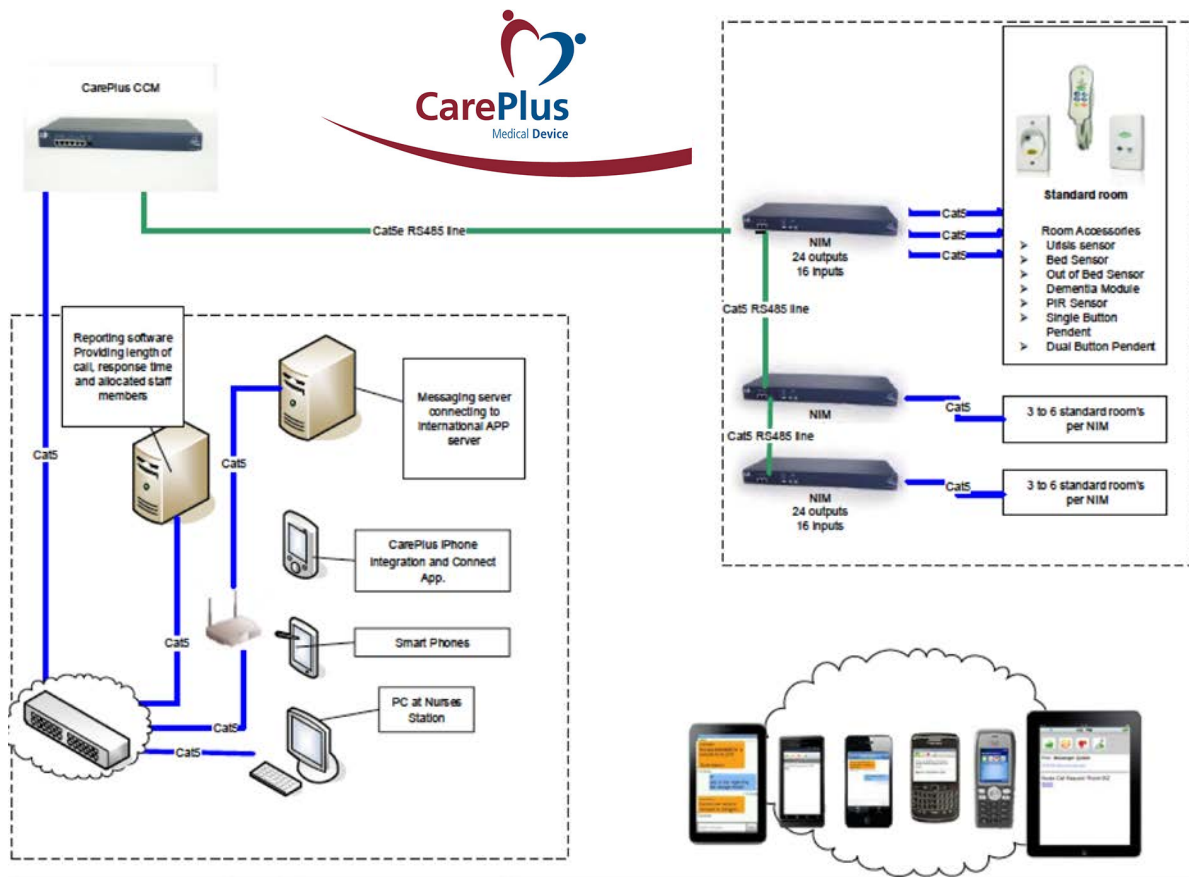
Industry best practice

St Agnes Hospital Baltimore MD Undertook a study published in Computer Informatics and Nursing May June – Volume 26 Issue 3 page 159 -166,

“Wireless communication role in patient response time”

This study found the use of integrated communications systems reduced overall mean time for completing a patient request by 51%.

Basic Ward configuration



RESULTS

- CarePlus™ nurse call system installed that alerts staff to nurse call alarms through iPhone integration.
- System can successfully be connected to iPod's with Wi-Fi capability; it is not restricted to GSM network. This significantly reduced the cost for Berrington Care Group.
- Provides a technologically advanced nurse call solution, improves patient safety, staff efficiency, and exponentially increases the level of care given to residents.
- Wireless pendants integrated into CarePlus™ Mobile Connect.
- Ancillary Alarms – fridges, freezers, Medications fridge, Fire Alarms and Door Alarms – integrated into CarePlus™ Mobile Connect.
- Benefits
 - Improved Staff effectiveness
 - Reduced response times – staff to residents
 - Reduced telephony costs with communications on Wi-Fi-only devices

