Case Study: Susque-View Nursing Home Adds Acuity Rapid Response Nurse Call, Locating Pendants, Reporting and Paging System

A two-phased renovation of Susque-View's Nursing Home in Lock Haven, PA is complete with a new UL approved Acuity Rapid Response Wireless Nurse Call, locating pendants for residents, a pocket paging system and reporting package.

Need

Jamie Aurand, Susque-View's Nursing Home Administrator, was aware that the existing Executone Care Comm II Wired Nurse Call System had to be replaced, as it was discontinued and parts were becoming harder to find. "Originally we planned to budget and replace the nurse call system one floor at a time but there was an additional cost to tie all of the systems together for reporting. We bit the bullet and invested in changing the entire facility to Acuity Rapid Response." said Jamie.

Solution

The project was completed in 2 phases to eliminate operational down time. This included the replacement of the existing Care Comm ll Nurse Call System on each floor and the installation of a pocket paging system with location pendants. The pagers are set to vibrate and notify caregivers when an alarm is placed, such as a bed exit alarm. If a resident needs help, they push their pendant. The pendent instantly locates the resident and caregivers respond immediately.

Benefit

Susque-View is very satisfied with the reduction of noise from the Acuity Rapid Response Nurse Call System and the support that was provided by Symtech Solutions during installation and training. "I like having reports emailed to me on a daily basis to show performance. Overall, Acuity Rapid Response has made our care providers more efficient." said Jamie Aurand, Nursing Home Administrator.

PROVIDERS OF HEALTHCARE COMMUNICATION SOLUTIONS

The Differentiator

Susque-View's Nursing Home Administrator, Jamie Aurand explains why he chose the Acuity Nurse Call System, "We researched many wireless nurse call systems, but at end of day, the most important selling point was the ability to have a bedside station with an additional axillary jack to use for bed exit alarms. No one else had that. With other nurse call systems, we would have had to add an additional station or put in a splitter but staff wouldn't know if it was a call bell or a bed exit alarm. This is a huge concern, because there is a major difference between the two. We did our homework in researching the competition and at the end of our review, the investment was worth it to get what we wanted."

Susque-View Home Nursing and Rehabilitation Center is a skilled nursing facility nestled in Lock Haven PA offering inpatient care, outpatient care and rehabilitation services. Their professional care providers are committed to the one common goal of providing the best possible care for each patient/resident's individual needs.

The beautiful campus encompasses an indoor atrium with lush plantings and a koi fish pond, an on-site beauty shop, a backyard terrace area with garden pathways and a covered patio area with an outdoor fireplace for residents and family to visit. Click here for a virtual tour of the Susque-View Community.

About Symtech Solutions

Symtech Solutions provides Healthcare Communication Solutions to acute and long term care facilities in PA, NJ, DE, MD and DC. They offer wired and wireless nurse call, wander prevention, infant protection, location and tracking, code/management reporting, electronic hospital wayfinding and more. Please call 215-953-5858 or visit www.symtechsolutions.com for more information.

About Acuity Rapid Response Wireless Nurse Call

Acuity Rapid Response is a wireless nurse call system that is genuine UL 2560 & 1069 R7 certified for independent, assisted, skilled and acute care facilities. This easy to use system integrates with the broadest range of wireless devices - tablets, smart phones, pocket pagers, etc, can be paired with location pendants for residents/patients and runs customized scheduled reports. Please call 215-953-5858 or visit www.acuitywireless.com for more information.

Flexible, Expandable…
Completely Customizable

The Rapid Response System includes a wide array of attractive room components plus sensors, smoke detectors and wearable accessories that interface with the full range of wireless devices.

Call Assurance LED indicates that help is on the way

Hidden Staff Assist button lets caregivers summon immediate staff support

Help button notifies and summons assigned or nearest staff members

Cancel button allows staff or residents to cancel the alarm

Call Cord input can be used for traditional bedside nurse call or for AUX alarms

AUX Alarm or Extra Call Cord Input provides flexibility for second bed or alerting of bed/chair exit, IV pump, ventilator and other safety devices

Customized Labeling lets facilities personalize faceplate with instructions or branding