STANLEY
Healthcare

Arial® Wireless Emergency Call

Caregiver Engagement Report

Better understand resident calls to improve resident care planning

Arial®

Solution Benefits

- **The Caregiver Engagement Report** helps caregivers quickly identify trends across resident alarm usage, including the number of calls placed, which call point was used, and the reason for the call

- **Administrators can easily track** encounter time spent with the resident each month (in hours) to improve resident care and ensure efficient staffing

- **Data points for each resident** help caregivers and administrators understand trends and identify when a care plan change may be necessary:

  - Calls by time of day
  - Call point used by the resident to place call
  - Staff encounter time
  - Resident check-in compliance
  - Count of ADL reason selected for call
  - ADL type by hour of the day
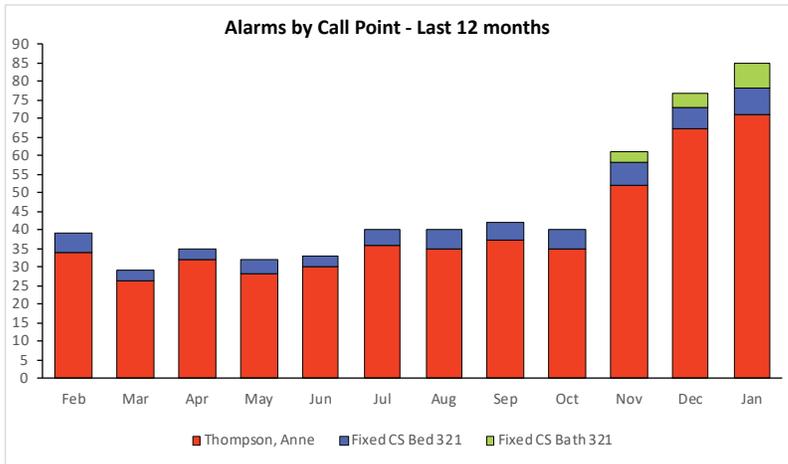 - Alarms by category

Challenges

Emergency call systems contain a wealth of data that can offer insight to improve the quality of resident care. Is the resident placing more calls? Is the resident requesting assistance for ADLs that were previously completed independently? Are caregivers responding to more calls from residents at a certain time of day? Often this data is trapped within the system because individual data points are difficult to track or trend over time.

Solution

The Arial Caregiver Engagement Report provides a single, comprehensive view of a resident's use of the Arial Emergency Call system. The report presents monthly totals and rolling 12-month trends of key data points so that administrators and wellness teams have the data needed to make informed decisions about resident care.
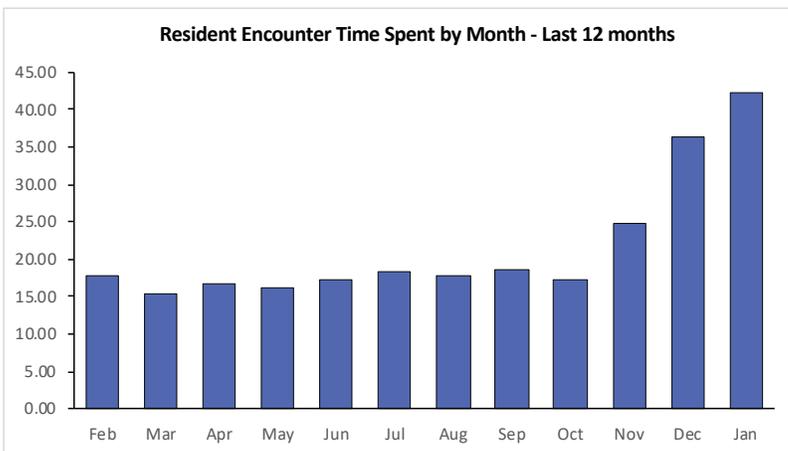
How It Works

The Arial Mobile app, designed to work seamlessly with the Arial Wireless Emergency Call System, provides a convenient way to respond to emergency calls and document each resident encounter. Alarm notes can be pre-configured in Arial to appear in the mobile app, allowing caregivers to quickly select the tasks completed during a resident encounter. The details captured during this encounter are visually represented in the Caregiver Engagement Report, making it easy for community leaders to identify trends and changes in resident needs or caregiver staffing requirements. Customers with PointClickCare can attach the report to the resident record each month to have a single view of the resident

Alarms by Call Point - Last 12 months

Legend: ■ Thompson, Anne ■ Fixed CS Bed 321 ■ Fixed CS Bath 321

THE CAREGIVER ENGAGEMENT REPORT

identifies not only the number of calls placed by residents each month but also the source of the calls. A rolling 12-month chart provides an at-a-glance view of resident alarm usage trends that clearly illustrates an area of concern that may require a care plan change. In this example, the resident has issued more pendant calls, but also increased calls using the fixed bed and bath call stations. If the community is using Alexa, this call point would also be included in the bar chart.
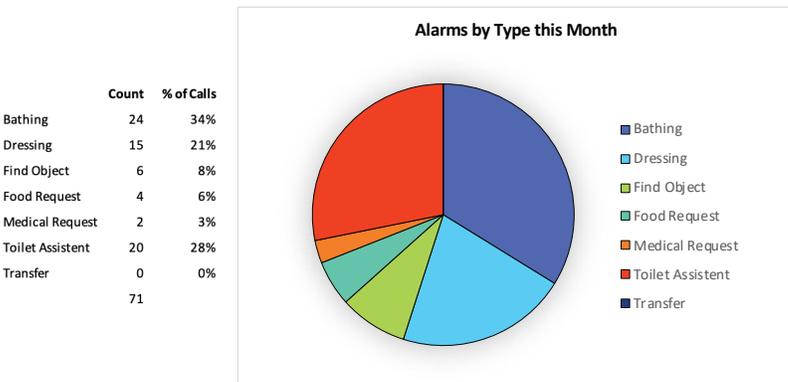
Resident Encounter Time Spent by Month - Last 12 months

Resident Encounter Time Spent by Month - Last 12 Months

Time	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
Hours	17.8	15.4	16.7	16.3	17.2	18.3	17.9	18.5	17.4	24.7	36.4	42.3

THE ARIAL MOBILE APP allows caregivers to track

the amount of time they interact with residents when responding to a call. By collecting alarm clearance and alarm completion times, Arial logs the actual "encounter time" that a caregiver spends with a resident. In this example, a caregiver or administrator can quickly see a rolling 12-month view of the amount of time caregivers are spending responding to residents each month. This information can be shared with wellness staff and resident families to adjust care plans as needed.

Alarms by Type this Month

	Count	% of Calls
Bathing	24	34%
Dressing	15	21%
Find Object	6	8%
Food Request	4	6%
Medical Request	2	3%
Toilet Assistent	20	28%
Transfer	0	0%
	71	

Legend: ■ Bathing ■ Dressing ■ Find Object ■ Food Request ■ Medical Request ■ Toilet Assistent ■ Transfer

PRE-CONFIGURED ALARM TYPES can be

selected from the Arial Mobile app during each resident encounter to allow caregivers to quickly document response activities during a resident encounter. Caregivers simply select from the tasks listed on the screen to track the type of alarm. In this pie chart view, caregivers and administrators can easily see how caregivers divided their time spent with a resident. The report also includes a 12-month view to identify changes and trends over time.

About STANLEY Healthcare

Over 15,000 hospitals and senior living communities rely on STANLEY Healthcare solutions to empower caregivers to deliver better care. STANLEY Healthcare is a part of Stanley Black & Decker and a proud supporter of the Alzheimer's Association®. Learn more at **stanleyhealthcare.com**.