Solution Overview:

Real-Time Visibility and Safety Solutions for Senior Living

Wi-Fi Solutions to Elevate Resident Quality of Life with Real-Time Alerts, Location & Status Information

Challenges

Today's senior living communities are complex environments, serving residents with varying needs and managing a wide range of equipment. One of the top priorities is to maintain a safe environment for residents and staff while promoting resident independence and without burdening staff with a complicated and expensive solution.

Independent or assisted living residents must have the ability to call for help at any time. Memory care residents at risk of wandering also require protection, but relocation to a secure unit is often not justified, and can be very disorienting or require spouses to be separated. The alternative of manually monitoring residents is a drain on resources; communities require a solution that will help keep these residents safe while minimizing the impact on their mobility and living arrangements. Finally, staff members need a reliable means to call for help for themselves or a resident and efficiently monitor events occurring around the community: a resident in need, uncomfortable room temperatures or the location of an important piece of equipment.

All of these events must be documented by administrators for compliance requirements, family discussions and the development of care plans. Administrators need easy access to data on response times to resident calls for help, and to understand the changing needs of individual residents. Business intelligence based on detailed data is essential to raise performance and drive efficiency improvements.

Benefits

- Improved resident safety and peace of mind
- Increased staff efficiency
- Easier compliance reporting and resident planning
- Leverages existing Wi-Fi infrastructure, for locating both indoors and outdoors
- Supports a safe and comfortable environment

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"The solution has given us the ability to demonstrate the responsiveness of our nursing staff to a resident's call for help. Families and residents share our view that this technology provides significant benefits. In addition to enhancing quality, safety and operational efficiency, the system also gives everyone peace of mind."

- Elizabeth Hickle
  Executive Director
  Light of Hearts Villa
Solution

STANLEY Healthcare’s AeroScout® Wi-Fi solutions for senior living combine traditional life safety applications with real-time locating capabilities to enable a range of applications that increase safety, security and efficiency community wide:

- **Resident Distress:** Residents wearing pendants with call buttons can call for assistance from anywhere in the facility with Wi-Fi, including the grounds, due to the pervasive nature of the Wi-Fi network. Alerts giving the resident’s location are sent directly to staff via a variety of mobile devices, and displayed in the browser-based MobileView® software. In addition, staff can locate residents easily and quickly when family comes visiting, or for appointments.

- **Resident Wandering:** Staff members are immediately alerted when an at-risk resident exits the facility or enters a restricted area, with the name, time and location displayed in the MobileView software and sent to mobile devices.

- **Staff Assist:** Staff members can carry call-button badges, which they can use to call for help in an emergency for themselves or a resident. The alert displayed in the MobileView software is accompanied by the real-time location of the staff member requiring assistance. The staff member’s location, along with other responders’ location, is updated dynamically on the map views.

- **Environmental Monitoring:** Wireless temperature and humidity tags continually monitor nutritional and medication refrigerators or freezers, to alert staff if temperature levels go beyond proper limits. Resident rooms can also be monitored to ensure temperature levels are appropriate and support resident comfort.

- **Equipment Management:** Improve the quality of care and efficiency with real-time tracking of equipment. Staff can quickly locate needed items, and be alerted if an asset leaves the facility to reduce theft and loss.

- **Reports and Analytics:** The MobileView software provides a variety of built-in reports on response times and other benchmarks, and enables administrators to measure and understand performance, as well as document the changing behavior of individual residents. A range of factors can be seen, such as increased calls for assistance, wandering at certain times of day, or a sudden drop in mobility that could be the first sign of deteriorating health.

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One of the beauties of the system is how well it supports our mission.
- Brendalee Piironen
  Executive Director
  The Wales Home
How It Works

The solution uses STANLEY Healthcare’s Wi-Fi RTLS technology, a proven and scalable platform for resident safety and security and other applications to increase operational efficiency. Residents and staff carry small battery-powered Wi-Fi tags—typically worn as a pendant—with a call button which can be pressed to wirelessly send an alert. For wandering applications, residents wear tags on the wrist, attached with a sturdy band. For equipment management a small Wi-Fi tag is attached to the equipment, while for environmental monitoring a Wi-Fi sensor tag is placed directly in the refrigerator, resident’s room or bathroom.

Messages are picked up by standard Wi-Fi access points and relayed to a server computer that processes messages and sends information to the MobileView server. The solution may also employ STANLEY Healthcare’s Exciter technology, providing immediate detection when a resident enters or exits the facility or a restricted area.

The MobileView software presents full event information, including the location, resident name and the time. Maps color-coded by zone (i.e., different areas and floors) make it easy to quickly see a resident's location, with information automatically updated. Through MobileView, the location, status and movement of all residents and staff can be viewed in real-time and historically. Event information can also be directed to staff through a variety of means, including IP phones, pagers, mobile devices and e-mail and text messages.

MobileView features a series of customizable and standard reports that enable communities to document key performance indicators such as response times, and understand the changing behavior of individual residents. In addition, location and duration data enable administrators to analyze staffing patterns and better balance workloads to resident needs.

Senior living communities can leverage their investment to track important assets, monitor temperature and humidity for the safe storage of food and pharmaceuticals, and measure and improve staff workflow. Integrations to other systems extend the functionality of the solution, for example by activating magnetic door locks or other security devices when an event occurs.

Of particular relevance to skilled nursing facilities is integration to a Nurse Call system to detect staff presence in resident rooms and automate nurse call room status light indicators. This reduces manual entry of entrance/exit events, provides historical location data of nurses and enables dynamic routing of calls to staff members based on their current location and resident assignments.
STANLEY Healthcare Solution Overview: Real-Time Visibility and Safety Solutions for Senior Living

Solution Highlights

• Broad set of applications and solutions, including Emergency Call, Wandering, Staff Assist, Equipment Management and Environmental Monitoring
• Leverages existing Wi-Fi network to provide precise location and status information both indoors and outdoors
• Detailed reports and analytics to document performance and understand changing resident needs
• Customized map and list views with the location and status of residents, staff and equipment
• Multiple integrations to security and nurse call systems
• Egress point detection and room-level location resolution

Intuitive and user friendly map display, with “anywhere” instant messaging and alerting through the Instant Notifier application for PCs and mobile devices

About STANLEY Healthcare

STANLEY Healthcare provides over 12,000 long-term care organizations and 5,000 acute care hospitals with enterprise solutions that transform safety, security and operational efficiency. The STANLEY Healthcare solution set enables customers to achieve organizational excellence and superior care in five critical areas: Patient Safety, Security & Protection, Environmental Monitoring, Clinical Operations & Workflow and Supply Chain & Asset Management. These solutions are complemented by consulting, training, implementation and integration services. STANLEY Healthcare is proud to be part of Stanley Black & Decker, Inc. For more information, visit www.stanleyhealthcare.com.