STANLEY Healthcare and Aerohive Networks: Senior Living Solutions

Overview
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, 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.

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.

The STANLEY Healthcare AeroScout solution in combination with Aerohive’s Wi-Fi network combines traditional life safety applications with real-time locating capability. This will allow for improved individual resident care and overall operational efficiency within the community.

Benefits
- Improves resident safety and peace of mind for residents and their families
- Leverages Aerohive’s cost-effective Wi-Fi infrastructure vs. other Wi-Fi vendors, for locating both indoors and outdoors
- Joint interoperability verification for easy configuration and management of deployments
- Easier compliance reporting and resident planning
- Supports resident independence and person-centered care
Solution
The STANLEY Healthcare AeroScout solution for senior living uses Aerohive’s low-cost, high-performance Wi-Fi infrastructure to enable a range of applications that increase safety, security and efficiency including:

- **Pinpoint location services for residents**
- **Instant alert messaging**
- **Secure access at exits or restricted areas**
- **Emergency call assistance**
- **Enterprise-class Wi-Fi**
- **Easy to deploy network management**
- **Security**

This integrated solution is well-suited for long-term care and senior living environments. No controller setup is required, which in turn, eliminates the cost, performance, and availability issues commonly seen with other Wi-Fi options.

**Resident, Staff, Equipment and Facility Monitoring Address Six Key Issues:**

- **Resident Distress:** Residents wearing pendants with call buttons can call for assistance from anywhere inside or outside the facility with Aerohive Wi-Fi. Alerts giving the resident’s location are sent directly to staff via a variety of mobile Wi-Fi devices, and displayed in the MobileView software. In addition, staff can quickly locate residents for family visits or appointments.

- **Resident Wandering:** Allows for individual, customized wander management programs. 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 relayed 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 software is accompanied by the real-time location of the staff member requiring assistance. This automates alarm recognition and clearance, while recording staff / resident interaction during the event. In addition, the staff member’s location, along with other responder’s location, is updated dynamically on the map views. Nurse Call system integration to detect staff presence in resident rooms and automate nurse call room status light indicators is highly essential for skilled nursing facilities. 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.
• **Environmental Monitoring:** Ensures nutritional and medication refrigerator/freezer temperature levels remain within proper limits and comply with local regulations. Provides the ability to monitor resident rooms to ensure temperature levels are appropriate and supports resident comfort. Also provides the capability to monitor flood situations in resident bathrooms and other areas of the community. If out of range, staff members/responsible personnel are immediately alerted.

• **Equipment Management:** Equipment utilization and staff efficiency can be improved through automation. Reduce theft and loss through real-time equipment tracking and alerting of resident and facility equipment including wheelchairs, resident walkers, portable lifts, portable bathtubs, laptop computers, televisions, respirators, and/or shift nurse keys. Improve quality of care with better equipment availability.

• **Reports and Analytics:** MobileView is the front-end application for STANLEY Healthcare’s Senior Living solutions. It provides a graphical user interface, a rules/event engine to process incoming tag data, reporting tools and interface capabilities for alerting users via third party software or communication devices. A range of factors can be seen depending on the application, 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. The information collected will allow communities to recognize changes in resident behavior. By making the information actionable, it can now be used to improve resident care and outcomes.

**How It Works**

The solutions use 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 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. For Environmental monitoring a Wi-Fi sensor tag is placed directly in the refrigerator, resident’s room or bathroom.

Messages are picked up by Aerohive Wi-Fi access points and relayed to a server computer that processes messages and sends information to the MobileView software. The solution may also employ STANLEY Healthcare’s Exciter technology, which provides 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.

**Summary**

By providing Wi-Fi solutions to elevate resident quality of life with real-time alerts, location and status, STANLEY Healthcare and Aerohive provide senior living organizations with entirely new levels of visibility and actionable data that enable:

- **Improved resident and family connectivity**
- **Greater resident independence for better living**
- **Peace-of-mind for residents, their families and staff.**

Customer value extends beyond network infrastructure interoperability, to a new level of visibility, safety and convenience. Through the ongoing integration efforts of STANLEY Healthcare and Aerohive Networks, resident care environments have access to state-of-the-art design and deployment, professional services, and an unwavering commitment to customer service.

**About STANLEY Healthcare**

STANLEY Healthcare provides over 5,000 acute care hospitals and 12,000 long-term care organizations 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.