



Security with dignity. Safety with discretion.

How a solution featuring the Ascom Healthcare Platform is helping Australia's AnglicareSA to enhance the safety and independence of residents at its aged care facilities—while supporting more streamlined workflows for mobile caregivers?

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Jacinta Robertson
Head of Residential Aged Care
at AnglicareSA

When AnglicareSA was looking for a new nurse call system, a key criteria was that the new solution would promote mobility and independence for residents, while simultaneously maximizing their safety. Enhancing the customer experience was a primary focus. It's a balancing act that few can achieve. Many nurse call systems, for instance, are static and rigid, with alerts going from fixed points in residents' rooms to centralized nursing stations or PCs. This can not only inhibit residents' mobility, it can also lead to unnecessary walking for caregivers and inefficient workflows.

Ascom, however, was able to meet AnglicareSA's demand by combining various elements from the Ascom Healthcare Platform, the company's portfolio of healthcare communications hardware, software, and services. For AnglicareSA, the solution involves residents wearing wireless transceivers (either as pendants or wristbands) which they can use to communicate alerts or requests while on the move. Alerts from the residents' transceivers go directly to mobile caregivers' Ascom Myco smartphones. Caregivers can see the nature and priority of each alert on their device and can easily re-route alerts to colleagues if unable to respond.

Such integrated mobility gives the Ascom solution the user-oriented flexibility demanded by AnglicareSA. "We believe that the environment should not have to adjust to fit the technology," says Jacinta Robertson, Head of Residential Aged Care at AnglicareSA, "rather, technology should adjust to the environment." An example of this is the 'wander control' functionality available with the Ascom transceivers. This function automatically sends alerts to predetermined recipients should at-risk residents attempt to leave or approach specified zones (selected doors, exits, windows, etc.).



Integration of staff messaging with residents' transceivers via the Ascom Myco 2 smartphone means caregivers no longer need to walk to nursing stations to answer requests or calls.

Streamlining workflows, harvesting data, and metrics

Technical software and hardware is only part of the Ascom solution for AnglicareSA. Before designing and installing the solution, Ascom workflow specialists identified where and how technology might best help AnglicareSA achieve and maintain its care objectives. But the deep cooperation between the two didn't end once the solution was commissioned. "Working with Ascom," says Robertson, "helped ensure the new solution and workflows are used correctly. And continuing client consultations will go a long way towards helping to improve back-end support and frontline care management."

The new Ascom solution also provides AnglicareSA with the data and metrics necessary for ongoing optimization and assessment. Key data such as response times, performance issues, call histories, and alert logs are automatically harvested and made available to AnglicareSA staff. Moreover, the modular nature of solutions from the Ascom Healthcare Platform makes it easy for organizations such as AnglicareSA to expand and adapt them to meet changing conditions and goals.

What do residents think?

Residents were asked to rate their satisfaction with the nurse call system and the general care level before and after the implementation of the Ascom solution.

Initial evaluation of the new systems was extremely positive with Customer satisfaction with call bell response increased by 30%. This outcome led to a correlating 20% improved satisfaction of care provision.



Survey Results

Qualitative data included feedback from staff and customers who were asked, what are the best things about the new call bell system?

- System response is quick
- Transceivers locate residents
- User-friendly
- If the carer is busy the call will go to another care worker
- Easy to recognize who is ringing
- Accurate data

About AnglicareSA

AnglicareSA Aged Care operates six residential aged-care facilities 80 Independent Living Units and provides Health and Home Care Services across metropolitan Adelaide in the state of South Australia. It provides care and support to over 62,500 people each year and a voice to disadvantaged and vulnerable people. AnglicareSA services include:

- Foster Care
- Community Housing
- Financial Counselling
- New-Arrival and Migrant Support
- Disability & Mental Health
- Aged Care

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