



# Nurse call system is the 'talk' of Angel's Touch Assisted Living

## BACKGROUND

Angel's Touch Assisted Living, located in Green Bay, WI, specializes in Alzheimer's and dementia care. Locally owned and operated, the organization's business philosophy is to ensure its residents "quality of life care by providing a stimulating environment to enhance life by a supportive, friendly, and fun staff specializing in keeping your loved one as independent as possible." Sheila Steinfeldt, co-owner of the community, was a long-term care nurse whose experience and knowledge bring a unique perspective to the residents at Angel's Touch.

## CHALLENGE

With growth comes growing pains, as Steinfeldt discovered, and Angel's Touch has grown since 2007. Today, the campus encompasses three 20-unit buildings with wireless connectivity. With a care staff of 15, communication is key. "When we constructed our new building, we found that the nurse call system in the other buildings was obsolete," says Steinfeldt. "Our IT consultant recommended Cornell's *inform* to meet our needs."

## SOLUTION

Steinfeldt researched the *inform* system, spoke with referrals and, after viewing Cornell's presentation, she decided that the mobile, touchscreen-based resident/nurse call and staff communication system offered the features she was looking for. She was especially impressed with *inform's* ability to advance safety, security, and communication to better serve residents and improve staff efficiency. "I especially liked *inform's* mobility. Now we can communicate by iPod," says Steinfeldt. Once the installation was complete, Steinfeldt says *inform* runs seamlessly and has provided her with a strong tool to meet her goals of safety and communication. "Now I can connect with staff by iPod, iPad, and desktop," she states. With care planning at the heart of the system, residents are receiving on-the-spot attention.

## RESULTS

Since implementation, Angel's Touch staff communication is instantaneous, response times are improved, and documentation is easier and more efficient than ever. If a resident calls for help, caregivers can communicate instantly, Steinfeldt notes. The caregiver answering the call lets other staff know that the resident request is being handled, leaving them free to continue their tasks. In a transfer situation, the aide can call for assistance. For Steinfeldt, *inform* is a fail proof, no-delay reporting system that provides her with the data to ensure families that their loved ones' needs are of the highest priority.

## INSTANT IMPACT

*Inform's* reporting capabilities was an important factor in Steinfeldt's decision to purchase. "I use reporting for staff accountability and to field complaints," she notes. "If a family has a question or a complaint about their loved one's request for assistance, I run different times to find out when the staff member answered the call," she adds. Family members are impressed by the information and peace of mind they receive. "I show the data to families and show prospective families how *inform* ensures that the resident is safe and secure."

## WHAT'S NEXT

Because of the comprehensive training staff receives on *inform*, the Angel's Touch team is completely on board. "We are adding one-to-one training to the system and on iPods. Staff members are using the communication texting tool heavily," says Steinfeldt. A recent report showed that staff sent 272 texts in one month, which is a strong indication of acceptance of the technology. "I couldn't be happier with *inform*. Over the past 15 years I've used different systems and Cornell's state-of-the-art solution had the best features of all," says Steinfeldt.

## SELECTION CRITERIA

- Improve resident safety
- Real-time staff communication
- Increase staff efficiency
- Robust reporting
- Mobile solution

## BENEFITS OF *inform*

- A mobile, feature-rich system
- Data that provide real-time documentation
- Improved staff response time
- Greater staff communication
- A marketing tool to demonstrate how *inform* enhances resident safety

See what *inform* can do for you. Call for a demonstration.

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