

Christian Living Communities improve resident care with *inform*[™] communication management system

BACKGROUND

The mission of Christian Living Communities (CLC) is to minister to senior adults through a continuum of services and care that reflects Christian love, respect, and compassion that enriches the quality and dignity of life for each individual. The Greenwood Village, a Colorado based not-for-profit is dedicated to "providing you or your loved one with gracious, exceptional, and inspired services and care."

CHALLENGE

CLC's nurse call paging system was no longer serving its purpose. It was neither efficient nor user friendly. In addition, it didn't provide enough accountability with regard to call response time and time spent with residents. "The paging system we were using did not give care associates insight into who took the calls—it only gave us a time stamp around how long it took to take the call and how long it took to reset the resident's pull cord or pendant," says David Tompkins, CLC Director of Clinical Informatics. What's more, he says, resident and family satisfaction survey results revealed gaps that needed to be addressed. CLC needed to close these gaps, provide increased accountability for care associate response, and improve care for their residents. In addition, Tompkins wanted to give his care associates a better tool, and by exchanging pagers, kiosks and computers with one device, such as an iPod Touch, he feels he has done that.

SOLUTION

CLC's search for a more effective and efficient solution ended with Cornell Communication's *inform*, a resident/nurse call solution and staff communication system that is a touch-screen-based, easy-to-use mobile solution. A major deciding factor in selecting *inform* was its ability to keep track of which resident made the call, where the call came from, when the call was placed, which care associate responded to the call, and how long it took to respond. Another feature that won over CLC decision makers was *inform*'s ability to document the travel time to get to residents, the length of time spent with them, and the specific care provided.

RESULTS

The data collected as care associates respond to resident calls provides administrators with real-time statistics and information that can be used to train caregivers as well as reward them for exemplary performance and service. Following implementation of *inform*, CLC achieved greater accountability for its care associates, as well as faster response times and improved resident care, says Tompkins. Using the *inform* system also impacts care associate recruitment and retention. The *inform* solution appeals to Millennials—a generation that embraces touch-screen, mobile technology. "As I look at bringing in Millennials, they don't even know what pagers are," Tompkins says.

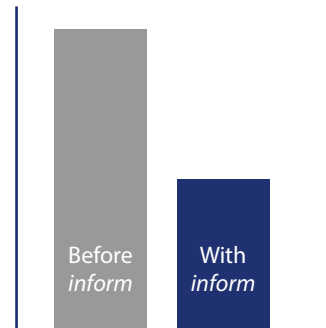
INSTANT IMPACT

"On our first day using *inform*, there happened to be a surveyor in the building who was pressing our nurse about a resident complaint," reveals Tompkins. "The resident alleged she was unable to reach her pendant to pull her alarm. So I pulled the resident's report. The data showed she was indeed able to pull the alarm on several occasions. The surveyor immediately stopped his inquiry." "Communication flow has improved and teamwork has improved because they can text or call via the device without leaving the resident," says Director of Skilled Nursing, Laura Roedema-Bliek. "I can get messages out to care associates to remind them of wound rounds and who needs to be in bed, for example. This was not possible with our old pager system." In addition, Roedema-Bliek reports that she has used the texting application to locate residents, thus improving their safety substantially.

WHAT'S NEXT

Rolling out the *inform* solution at other CLC communities.

STAFF RESPONSE TIME



BENEFITS OF *inform*

Since implementing *inform*, CLC reports the following outcomes:

- Staff accountability driven to new heights
- Response times reduced up to 70%
- Care delivery documented in real time
- Satisfaction improved across the board: residents, families, and staff
- Operating efficiencies driven by measurable data

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

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