



Leisure Living Gains Accountability and Actionable Data with Cornell's Communication Management System

BACKGROUND

Headquartered in Grand Rapids, MI, the purpose of Leisure Living is to honor God by providing high quality senior lifestyle services that promote the value and dignity of every person.

CHALLENGE

Growth, both in the form of new buildings and additions, prompted Leisure Living Chief Executive Officer Neil Kraay to consider a new nurse call system. Staff members were carrying two nurse call devices, a cumbersome proposition. "One was a walkie-talkie, so they can communicate back and forth with one another, and the other was a nurse call device so that residents could communicate with them," says Kraay. "In addition, these devices featured an audible, disruptive alarm. This is what drove us in the direction of looking for a better nurse call system."

SOLUTION

Leisure Living reviewed several options for a new system, all of which had either a long lag time or a communication delay. "We wanted something that would give our caregivers an immediate response," he says. After meeting with Cornell Communications and seeing a demonstration of *inform*, a resident/nurse call and staff communication system that is a touchscreen-based, easy-to-use mobile solution, Kraay and his colleagues were sold. Security, convenience in messaging and reporting, and price were the major deciding factors in choosing *inform*. Its ability to keep track of which resident made the call, where the call came from, when the call was placed, and how long it took caregivers to respond were big advantages as well. Also driving the selection of *inform* was platform integration with messaging, voice, and security systems.

RESULTS

Silence is golden when it comes to resident care. And that's exactly what Leisure Living found with *inform*. The two most notable and appealing results right out of the gate, according to Kraay, were the absence of the overhead nurse call alarm and the ability to document how long it took for a caregiver to respond to a particular call. Kraay reports that caregivers are also happy about their newfound ability to text back and forth with each other. "This is a wonderful feature of the system," Kraay says. "The investment was well worth the return."

INSTANT IMPACT

Since implementation of *inform*, staff have been very satisfied with the system, says Holly Shirk, Clinical Support Specialist for Leisure Living. "It's quite an upgrade. Back when we used pagers, no one knew who took a call or when it was answered. Now we have much more visibility into what is going on." Shirk reports that anyone can now pick up a device and know instantly the status of a call. "Before *inform*, if a resident complained about response time, we would have a very hard time validating and correcting the issue," she says. "And since we have priced-based care levels, we can now quantitatively measure and prove to the family when a resident needs a higher level of care."

SELECTION CRITERIA

- Security
- Convenient messaging and reporting
- Affordability

BENEFITS OF *inform*

According to Shirk, the company has experienced the following benefits with implementation of *inform*:

- The ability to create accountability reports for price-based care levels
- Improved resident care thanks to faster response times
- Better communication between staff and residents
- More secure doors and units
- A simplified, single device

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

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