



Case Study: Loretto Health and Rehab

Protecting the Safety and Security of Vulnerable Resident Populations

ABOUT LORETTO HEALTH AND REHAB



Loretto Health and Rehab, located in Syracuse, NY, is a comprehensive healthcare organization that provides a variety of services for older adults including:

- Skilled nursing and rehabilitation
- Podiatry
- Dental
- Ophthalmology
- Wound and infection specialists
- Psychology Services
- Pastoral Care
- Palliative Care
- Comfort Care

Loretto is a long-term care facility with over 580 beds and 150 post-acute beds, the largest in Central New York.

THE CHALLENGE TO RESOLVE

Loretto Health and Rehab had been relying on a 20-year old wander management system and outdated nurse call solution that provided little flexibility in configuration and functionality.

The goal for Special Care Systems was to partner with Loretto Health and Rehab to analyze the existing systems and help them find reliable systems that functioned flawlessly and integrated with other facility-specific security protocols.

One critical goal was to replace the antiquated nurse call/wander systems so that Loretto Health and Rehab was no longer at risk for elopement but able to provide residents in their facility with the independence and security needed.

Loretto Health also wanted a flexible system that could be expanded in the future and had the ability to be managed from any desktop rather than a dedicated computer.

THE GAME-CHANGING SOLUTION

Special Care Systems worked collaboratively with Loretto Health and Rehab to explore multiple security options. The final solution included a nurse call system by RCare that is uniquely suited to the Resident-Guard LS2400 wander management system from Accutech. Not only are door alerts and system status conveyed through RCare, it also maintains the system database for a single point of use and management virtually eliminating data transfer errors.

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One of the reasons we chose Special Care Systems was because of their excellent local service and support. In the rare circumstance of a service issue, Special Care Systems can be on-site the same day. A real piece-of-mind for any life safety system!

- Jack Pease

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RCare and Accutech have a long standing, collaborative integration that makes both systems more powerful.

One of the key features of this solution was the flexibility RCare's wireless solution provided. This allows the Loretto Health caregivers to easily add, move, and change devices in a patient's room in order to accommodate their needs.

The RCare solution also met Loretto's requirement for future expandability with the option to add technology such as wireless bed/chair pad alarms, rounding compliance, and RCare Mobile Phone solution.

With the unmatched customer support and expert advice from Special Care Systems, Accutech Security, and RCare, Loretto was able to find a complete solution with cost savings now and in the future.

THE RESULTS

Loretto Health and Rehab has already experienced a variety of benefits after implementing the new systems in their facility including :

- Lower total cost of ownership
- Advanced enterprise wide reporting
- Resident ID elopement risk alarms, and nurse call alarms to wireless devices worn by caregivers
- Increased flexibility
- Lower rate of false alarms
- More efficient staff response times

RCare Wireless Nurse Call Features

The RCare Cube is at the center of the system. All wireless devices are processed and acted upon here. The Cube also offers these additional features:

- Supervised system maintains itself, providing email and reporting notifications to the facility staff
- Tracks metrics on patient care providing valuable information on the number of calls requested with response times by facility, unit and shift
- Reports are automatically generated and emailed improving efficiency for administrators
- Call escalation via onsite paging system, and via text message to any cell phone based on client specifications
- Integrated into an existing on-site wireless paging solution

ResidentGuard LS 2400, Wander Management System Features

The LS 2400 wander management solution utilizes state of the art technology to deliver the most intelligent, reliable wander management system on the market.

- Resident ID and photos available at door or nurse's station
- Six different alarm types: Wander alarm, low tag battery, door ajar, resident loiter and system supervisory
- Equipped with industry-leading features, enabling the staff to spend more time caring for residents and less time managing systems
- Interference-free by using technology that minimizes intrusions from other devices and reduces false alarms.
- Offers residents freedom and mobility without sacrificing security.

Why Administrators and Caregivers Love RCare Wireless Nurse Call

Caregivers in facilities that use RCare's wireless nurse call know that their response times are being tracked, reported and, if necessary, escalated. This results in quicker response times, improving overall patient safety and satisfaction. And the caregivers enjoy that they are not restricted to a nurse station to monitor activity. The wireless system allows them to move freely around the facility, with quick call details displayed right at their hip.

Why Long-Term Care Facilities Love ResidentGuard LS 2400

60% of people with dementia or Alzheimer's will wander, which makes resident security a paramount concern for long-term care communities. The ResidentGuard LS 2400 wander management system provides safety and peace-of-mind, integrating directly with existing security protocols and alerting systems.



ABOUT OUR SOLUTION PROVIDERS



Accutech Security's wander management solutions protect "at risk" residents from the threat of elopement in over 4,000 communities. The LC 1200 and LS 2400 systems can seamlessly integrate with a variety of communication systems within a healthcare environment.



RCare is a manufacturer of wireless and wired call systems sold and distributed internationally committed to interoperability and integration. Since 2006, RCare's mission has been to improve the lives of seniors and those who care for them.

ABOUT SPECIAL CARE SYSTEMS

Special Care Systems is New York's premier provider and integrator for healthcare communications. With more than 60 years of combined experience in medical communications, installation, training, and support in a wide range of healthcare environments. Backed by research and successful implementations, they partner with reliable technology partners to find the right solution for every client.

Special Care Systems takes a practical, solutions-based approach to communications. We focus on using systems, equipment and technology to get the right caregiver to the right patient at the right time.

Our expertise spans the healthcare continuum, including state-of-the-art acute care hospitals and senior living facilities.

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