



# These Case Studies Could Change How You View Senior Living Technology

By Jane Kincaid

State-of-the-art communications technology is essential to deliver quality resident care. A reliable and instantaneous communication tool can also mean the difference between safety and life-threatening danger during an emergency situation.

[Cornell Communications](#) (a Senior Housing Forum Partner) provides leading-edge emergency and care communication systems for senior living, outpatient medical buildings, schools, and multi-story properties. The company's *inform* technology offers cutting-edge nurse call communications systems in wireless and wired packages.

## Proving the Case

Four case studies based on Cornell client experiences illustrate how *inform* helps providers stay on top of nurse calls and resident satisfaction at the same time.

Rosemark at Mayfair Park, a Denver assisted living and memory care community, needed a nurse-call system that could integrate with wander management technology. Rosemark chose *inform's* wireless nurse-call system because it provides two-way communication through iPods and laptops.

"The ability to text for help is big with caregivers because they don't have to leave the resident to find assistance," explained Rosemark's Health and Wellness Director Jennifer Townsend.

The system also assisted Rosemark in allocating resources more effectively to meet service demands. “Integrating all our systems into *inform*, I get an accurate picture of staff activity such as types of calls, high call times, response times, and more,” said Townsend.

## **Mobility Key to Safety and Security**

Angel’s Touch Assisted Living in Green Bay, Wisc., which specializes in Alzheimer’s and dementia care, also opted for an *inform* package that relies on a mobile, touchscreen-based resident/nurse call communication system. Sheila Steinfeldt, co-owner of the community and a long-term care nurse, was especially impressed by the system’s flexibility and ability to improve safety and security. “I especially liked *inform*’s mobility,” she said. “Now I can connect with staff by iPod, iPad, and desktop,” she explained.

*inform*’s reporting capabilities also made it an indispensable management tool. “I use reporting for staff accountability and to field complaints,” explained Steinfeldt. “If a family has a question or a complaint about their loved one’s request for assistance, I show the data to families and show prospective families how *inform* ensures that the resident is safe and secure,” she says.

Christian Living Communities (CLC) in Greenwood Village, Colorado upgraded to *inform* as a way to improve service delivery. Resident and family satisfaction survey results had revealed that more detailed and reliable information was needed to improve service delivery.

## **Keeping Track**

*Inform* offered a solution through its ability to keep track of which resident made a 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. *Inform* not only helped deliver a higher level of care at CLC, it helped motivate teams to perform their best.

“Communication flow has improved and teamwork has improved because they can text or call via the device without leaving the resident,” says CLC’s Director of Skilled Nursing, Laura Roedema-Bliek.

*Inform* is the system more facility managers are relying on to ensure quality service delivery in increasingly sophisticated care environments. Key features include: a mobile, feature-rich system; real-time documentation; improved care response time; and effective staff communication.

To read the case studies, click [HERE](#).

*Cornell Communications offers state-of-the-art, reliable emergency call and communications solutions – including visual and wireless “nurse” call products, and clinical status, reporting, and paging systems. It has completed over 24,000 installations in skilled nursing facilities; independent, assisted living, and memory care communities; and medical outpatient centers or clinics in every state in America. It has the largest service network in the industry.*



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