

LYNDEN AGED CARE

THE CHALLENGE

As an aged care facility in Camberwell, Victoria, Australia, Lynden Aged Care was experiencing a variety of communication challenges among their caregivers and 80 residents.

With a total of 130 caregivers working the equivalent hours of 50 full-time employees, caregivers are continually coming and going for their shifts, and it can become difficult to find the right person at the right time. The Lynden board of directors realized this was an area of concern – with caregivers spending a lot of time and energy locating the right staff. Lynden Aged Care needed a way to find caregivers and their associated residents to communicate notifications quickly.



Additionally, the facility was having trouble with nurse call-related communications due to transmission dead spots with wireless coverage. This prevented staff from responding as quickly as possible to a resident request. Caregivers carried pagers and DECT phones to receive messages from AUSTCO™ and Gladstone™ nurse call systems. Unfortunately, many of the messages sent to these devices were delayed or non-deliverable because of the communication dead spots, leaving residents' requests unanswered. To add to the problem, management was also seeing an increasing number of lost and broken pagers. They decided it was time to provide caregivers with more reliable devices and communication methods to provide the best care for residents.

THE SOLUTION

Management at Lynden Aged Care wanted a way to automatically send the AUSTCO and Gladstone nurse call notifications to the caregivers on their mobile devices. Based on a visit to a nearby reference site, Lynden decided to implement the Spok Messenger solution.



OVERVIEW

Lynden Aged Care is a community-owned, not-for-profit organization based in Camberwell, Victoria. The organization strives to provide high quality care and services for the elderly in the community.

The aged care facility is comprised of both high-level and low-level care services. High-level care usually requires two caregivers assisting with the resident, while low-level care only requires assistance from one caregiver. Lynden Aged Care is continually looking for ways to improve their services and care for their residents.

INDUSTRY

Aged Care

BUSINESS DRIVERS

- Provide high-quality care for residents through effective, efficient staff communications
- Automatically notify mobile staff of alerts from multiple nurse call systems

SOLUTION

Spok® Messenger Clinical Alerting

RESULTS

- Less time tracking down staff and more time with patients
- Less walking time for staff
- Improved staff-to-staff and staff-to-resident communications
- Reduced response time and increased staff efficiency
- Implemented tracking for all communications to ensure accountability and efficiency

CASE STUDY

“Not only does our staff love the [Spok] Messenger solution, but so do the residents because they get to spend more time with the nurses.”

Ann Turnbull
Chief Executive Officer



Spok Messenger is an intelligent middleware solution that connects notifications from nurse call and other alert systems to mobile staff on their wireless communication devices.

Lynden Aged Care also decided to replace the pagers with Vocera® communication badges, which allow staff to communicate while keeping their hands free to assist residents. In addition to the Vocera devices, Lynden staff can now also receive message alerts on their Cisco® desk phones. The facility has also begun using AeroScout® RFID badges for residents, allowing them to communicate the precise location of all residents wearing these devices.

“The [Spok] Messenger solution allows us to specify which notifications should automatically be sent to which staff members,” said Ann Turnbull, CEO of Lynden Aged Care. “We are able to save valuable time and energy while providing our residents with great care.” Although it spans multiple wings in the Lynden Aged Care facility, the Spok Messenger system sends messages to the correct on-duty nurse on his or her Vocera badge.

THE RESULTS

“When implementing new technology, you never know what to expect or how long it will take. Implementing the [Spok] Messenger solution went well,” said Ann Turnbull. “A majority of the work was able to be completed offsite through remote access to our server.” Via remote access, Lynden Aged Care’s Spok Messenger system is backed by a 24/7/365 Support and Maintenance Agreement for further peace of mind.

Caregivers at Lynden Aged Care adapted well to the new technology and love having it as a part of their work day. They no longer spend time wandering around the facility trying to track down co-workers. Additionally, staff can communicate with residents via the connection between the Vocera badges and the nurse call system’s in-room speakers. This reduces the need for nurses to make extra trips from room to room. “Not only does our staff love the [Spok] Messenger solution, but so do the residents because they get to spend more time with the nurses,” said Turnbull. “When a resident pushes the nurse call button, the staff are able to respond quicker, which provides a safer environment for residents.”

Lynden Aged Care also selected Spok Messenger for its reporting functionality. Lynden now has a complete audit trail of all notifications including which staff member responded to the alert and exactly when. This is extremely beneficial for management to monitor efficiency. Such extra information also helps address disputes in rare situations, such as complaints regarding perceived delays in staff response times to resident requests.

THE FUTURE

Lynden Aged Care is adding 16 beds next year. They will be removing the oldest of the facility’s three wings and standardizing on one nurse call system throughout the facility. Spok will work with Lynden Aged Care in partnership as they continue to grow and change.