

Solutions for Long-Term Care Facilities

Improving the Experience

For residents *and* staff

Benefits to Residents

Staff are better able to anticipate resident needs and respond more quickly, confidently and naturally when they know the residents.

And residents don't have to explain to new caregivers how to care for them day after day.

Benefits to Long-Term Care Staff

Experienced staff learn to know what residents want and need, and they can deliver better care and be more organized in their work with other team members.

Benefits to Long-Term Care Communities

With stable staffing, providers can reduce the costs involved in repeatedly advertising, interviewing, and training new staff members. And communities with satisfied staff are more capable to recruit other good workers. Family satisfaction rates also improve.



Greater hours of direct care for residents are associated with better quality of care delivery and outcomes, and a more satisfied staff, a recent study concludes.

Healthcare staff want to make a true difference in the lives of those they care for. Achieving that difference requires an efficient work environment — one with the ability to spend more time providing direct care to residents.

Yet repetitive tasks and miscommunication continue to create unnecessary steps and waste valuable time for every caregiver. Rauland Responder® 5000's easy-to-use nurse call system is designed to remove those challenges and deliver more time for what matters most: Time with your residents.

Staff Stability

Turnover is expensive. More importantly, most residents are more comfortable with caregivers they know. When long-term care communities achieve stable staffing, the direct care staff, certified nursing assistants (CNAs), nurses, and administrators working in the community have time to learn each resident's needs and preferences. A stable staff allows the community to benefit from that experience and knowledge gained over time, increasing overall competence and confidence while building strong bonds between residents and caregivers.

**Rauland Responder
intelligent Resident-Staff
communications can help
you address:**

- Real-time resident/staff voice communication
- Robust reporting and metrics
- Staff burnout and alarm fatigue
- Improved resident care



Burnout

Your nurse call system is a valuable asset that can help alleviate stress while improving resident safety. The technology can monitor care delivery and generate alerts to keep providers responsive and on schedule. These automated reminders help ensure care is provided at the appropriate time to reduce prolonged lapses that may result in infection. Notifications for turning or other care can be sent directly to care team members when the services are needed to improve responsiveness and reduce stress by both staff and residents.

Direct Communication

Speaking staff-to-staff, and staff-to-resident allows caregivers to know the resident's needs before going to the room, saving both unnecessary steps and valuable time. Your residents' requests can be communicated directly to the caregiver and reassurances given that someone is on the way. During busy times, like MedPass, resident call routing can be updated to be sure all resident's needs are met even when nurses are focused on specific clinical tasks.

Caring for Your Residents

Providing residents with an easy way to communicate with staff when they need help back to their beds from the bathroom helps protect their dignity and their privacy – without compromising their safety. Requests or distress can be communicated verbally, directly to the caregiver, via the audio bath station to help avoid falls and provide help when needed. The audio pull cord in each resident's bathroom allows them to communicate quickly, and receive verbal assurance that help is coming.

Reporting Knowledge

With valid data and good reporting, your facility can take a deeper dive in scheduling to ensure you are cost-effectively staffed each shift, identify where the pain points are, and alleviate any overworked teams due to an oversight. You can also more effectively identify lapses where additional training may be required to be more responsive to resident needs and care delivery.

Fall Prevention

Instead of allowing chair pads to alarm in rooms, startling residents and adding to their fall risk the alarms can route directly to your care team via Responder so that staff can quickly intervene.



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