The Crest of Clemmons

The Facility

Clemmons, North Carolina is situated just southwest of Winston-Salem. Surrounded by trees and a quiet business park, **The Crest of Clemmons** rests peacefully within the heart of the city.

With 45 rooms, The Crest of Clemmons can provide housing and care for up to 83 residents. The four-floor facility provides dual rooms for residents with a single bathroom in each. Each of the three resident floors has a centrally located nurse station where calls are announced and staff can respond.

The Problem

The Crest of Clemmons utilized the Tek-CARE® NC110, a legacy analog TekTone® system. Known for its long-lasting nature, there are NC110s installed in the field that have been in operation for 20 years. However, this particular system became the victim **of a lightning strike**. Mike Peoples is the facility's **financial manager**, but also manages to wear several other hats regarding the maintenance of the facility. He and the rest of the facility staff were faced with the decision to upgrade.

The layout of the NC110 system was simple – one wall-mounted master at the nurse station on the second floor and a single zone light at the nurse stations on the third and fourth floors. Each resident room included a single SF100C patient station with a dual call cord, and each bathroom contained an emergency switch with a pull cord. In addition to the zone lights on each floor, a dome light was situated above each patient room. In this previous set-up, only the nurses on the second floor were able to identify exactly where each call came from on the main panel. Staff on the other floors were notified of calls via the zone lights, but had to walk around to discover which room placed the call.

The Solution

Rather than replace the existing system with another NC110 system, the staff at The Crest of Clemmons chose to upgrade to the new Tek-CARE®120 by TekTone®. It is designed to allow easy upgrades from older nurse call systems. **One week was allotted for install, but it was completed in just two and a half days**.

The simple two-wire system allowed for easy and quick installation, which was appreciated by both the installing company, Warden Enterprise, and by Mike Peoples. He noted that if any of the stations were to go bad, anyone at the facility could quickly replace it — which is critical in an assisted living environment.

"It's a lot easier to use."

The Difference

Once the system was installed, there was an immediate difference for the facility. **'It's a lot easier to use,"** stated Peoples. "I haven't had one person say 'I don't know how that works.'" With their new set-up, nurses now have a master on every floor so they are able to identify where each call is coming from.

The facility also added a Tek-BRIDGE® server to the Tek-CARE®120 to enable management reporting and notifications. For example, the system is programmed to alert administration if a call goes unanswered for a certain time interval. In addition, the facility opted to include the new Tek-CARE® App server for iOS Mobile and Apple TV. In time, a large monitor and Apple TV will hang next to each nurse station to display calls as they appear on the master station. Peoples' enthusiasm is for the availability. "You can buy it anywhere," he said, allowing for easy replacement, if necessary.

Though the facility does not currently use the Tek-CARE® iOS Mobile App, they plan to do so in the future. The mobile app enables iPhone, iPad and iPod touch devices to view patient calls, place staff request calls, and view patient information. After the recovery from the lightning strike, this something they are excited to implement.

The Tek-CARE®120 system provides facilities with flexibile design and easy upgrades. With optional features such as reporting, paging, and mobile devices, the system can be designed to meet the specific needs of any facility.

The Tek-CARE® App for Apple TVs is installed on the wall outside of every nurse station so that nurses can easily view calls while they are on the go.

The NC415 master station (bottom) can be wall or desk-mounted, utilizing less space than the NC110 master station (top). Its full-color touchscreen makes it easy to use.
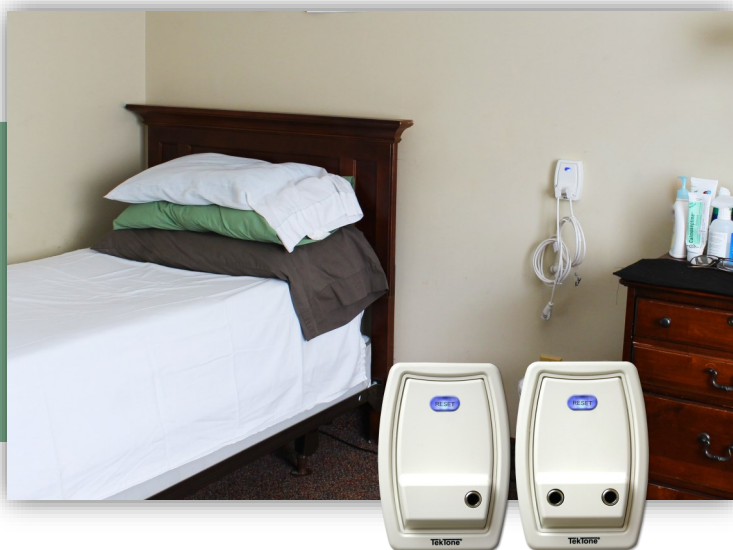
SF121 and SF122 patient stations provide an updated and modern look for patient rooms, while still providing the security and reliability of the previous NC110 patient stations.

Conclusion

While The Crest of Clemmons remains in a transitional period, their Tek-CARE® systems are working hard to support them in their time of need. Additional mobile devices and monitors can be added at any time using the Tek-CARE® App Server, and management reports can be configured to reflect any required information, including response times, types of calls and quantity of calls placed.

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