TekTone®

COMMUNICATIONS FOR TODAY ... AND TOMORROW.

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OVERVIEW

Location
Fulton, MS

Nursing Staff
57 RN & LPN

Beds
130

Community Type
Skilled Nursing

System
Tek-CARE®3000

CASE STUDY

The Meadows of Fulton

Clearer Communication and Confident Care with the Tek-CARE®3000

The Meadows of Fulton, located in Fulton, Mississippi, has a long-standing history of providing compassionate and comprehensive care to its community. Originally established in 1969 as Daniel Nursing Home by the wife of Dr. William Daniel, the facility began with just 52 beds. In 1973, James Holland acquired the facility and expanded its capacity to 120 beds by the following year. Over the decades, the facility adapted to changing healthcare needs—adding sub-acute rehabilitation services and developing one of the state's first Alzheimer's units in the 1990s. A major renovation in 2002 included the addition of a 3,700-square-foot rehab unit, setting the stage for further modernization. In 2007, it was rebranded as The Meadows of Fulton, continuing its mission under Daniel Health Care Inc. Today, it is a 130-bed skilled nursing facility offering a wide range of services including physical, occupational, and speech therapy, wound care, diabetes management, and hospice care, all designed to meet the evolving needs of its residents.

THE PROBLEM

At The Meadows of Fulton, strong communication between residents and caregivers isn't just a goal—it's at the heart of how they deliver care. But like many long-term care communities, they were working with an older nurse call system that struggled to meet the demands of a fast-paced care environment.

Staff often dealt with poor audio quality—residents couldn't always be heard clearly, and messages would sometimes come through muffled. These issues made it harder to respond quickly and accurately, which could be frustrating for residents and caregivers alike.

The system also had a tendency to trigger false alerts, notifying staff about calls in rooms where no assistance was needed. These constant interruptions disrupted routines, added noise to the workday, and increased stress for the care team.

Storm Healthcare Technologies and the TekTone installation team were very professional and they did a great job.

Marty Hayes, Maintenance Director
The Meadows

Recognizing the need for a more reliable and intuitive solution, The Meadows of Fulton sought a system that would align with their team's workflow and support their commitment to responsive care. When presented with the opportunity to serve as a limited release site for TekTone's newest hardwired nurse call system—the Tek-CARE3000—they welcomed the chance with enthusiasm. The promise of clearer communication, improved functionality, and an overall more dependable system brought renewed optimism to both staff and leadership, who looked forward to the improvements it would bring to daily operations and resident satisfaction.

THE SOLUTION

The Tek-CARE3000 is TekTone's newest hardwired nurse call system to date, developed specifically to meet the evolving needs of modern healthcare environments, including skilled nursing facilities and assisted living communities. It was designed with input from frontline staff, prioritizing functionality that supports real-world workflows and minimizes disruption. At The Meadows, that focus on intuitive operation and reliability made an immediate impact.

One of the standout features for the facility was the system's enhanced audio quality. The Tek-CARE3000 offers full two-way voice communication between residents and caregivers, significantly improving clarity over previous systems. This upgrade has allowed nurses at The Meadows to better understand residents' needs in real-time, reducing response times and increasing resident satisfaction. In turn, residents now feel heard and reassured knowing that their calls are clearly received and accurately addressed. One member of the nursing staff commented, "Being able to actually hear your resident's needs makes a world of difference."

But the improvements didn't stop at audio clarity. The Tek-CARE3000 also helped The Meadows eliminate one of their most disruptive issues—false alerts. With improved call routing and more advanced station monitoring, the system drastically reduced the number of erroneous calls, allowing staff to stay focused and reducing unnecessary interruptions. The result has been a more organized, less stressful environment where caregivers can prioritize care with confidence.

The Tek-CARE3000 system was installed by Storm Healthcare Technologies, whose owner Greg Canada commented, "The install was smooth from our end. The TekTone team was great to guide and help us on this new product." The transition from the old system to the Tek-CARE3000 was carefully planned to minimize disruption for both staff and residents. Each unit was scheduled for upgrade on a designated date to ensure a seamless process. Marty Hayes, Maintenance Director at The Meadows, said, "Storm Healthcare Technologies and the TekTone installation team were very professional and they did a great job."

At the heart of the system is the Tek-CARE Hub—a GEN3 module within the Tek-CARE platform. This hub connects to Tek-CARE3000 stations and supports two master station options, which serve as centralized control points for nursing staff. These masters feature an intuitive interface that helps manage settings and keep daily operations running smoothly.

The system also includes reporting and configuration tools, allowing The Meadows to track performance metrics, review call history, and adjust system parameters to better fit their staffing patterns and resident needs. This level of customization has proven invaluable in supporting their ongoing efforts to improve workflow, reduce burnout, and ensure every resident receives timely, attentive care.
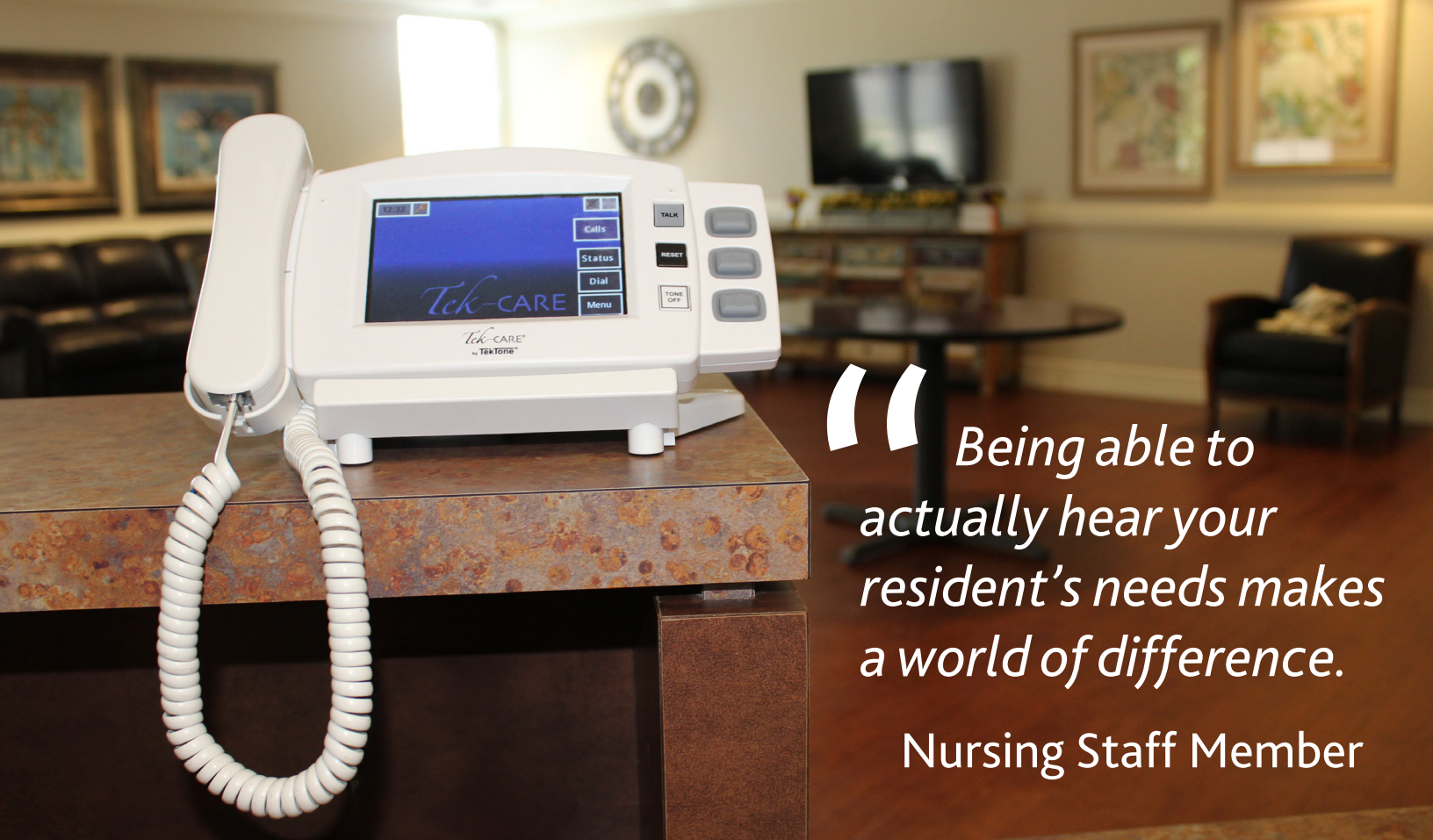
THE DIFFERENCE

Since implementing the Tek-CARE3000, The Meadows of Fulton has seen a clear shift in both day-to-day operations and overall care delivery. What once felt like a constant uphill battle to manage communication and respond to resident needs has evolved into a smoother, more responsive workflow that empowers staff and reassures residents.

Response times have improved noticeably, thanks to the system's reliable two-way communication and elimination of false alerts. Nurses no longer struggle to decipher garbled messages or chase down false alerts. Instead, they can prioritize and respond to calls quickly and confidently—knowing exactly where help is needed and what kind of support is required.

Resident satisfaction has also increased. Clearer communication has led to greater trust, reduced anxiety, and a stronger sense of connection between residents and their caregivers. When residents know their calls are being heard and answered promptly, it creates a more supportive, person-centered care environment.

For staff, the reduction in unnecessary noise, false alerts, and technical frustration has brought meaningful relief. The intuitive interface of the master stations has made managing multiple calls and tasks more efficient, allowing the care team to stay organized, focused, and less overwhelmed during busy shifts. This has translated to improved morale and a renewed sense of control over their workflow.

> **"** *Being able to actually hear your resident's needs makes a world of difference.*
>
> Nursing Staff Member

Perhaps most importantly, the Tek-CARE3000 has allowed The Meadows to return their focus to what matters most—quality care. By removing barriers and streamlining communication, the system has strengthened the connection between staff and residents and created a foundation for lasting operational improvements. Greg Canada, Owner of Storm Healthcare Technologies, shared the feedback he's received "The Meadows at Fulton really is enjoying the system—they rave on the audio quality and the functionality of the system."

The difference is more than just technical—it's cultural. With the Tek-CARE3000 in place, The Meadows of Fulton is no longer working around the limitations of their nurse call system. They're working with a solution that truly supports their mission of responsive, resident-centered care.

CONCLUSION

The Meadows of Fulton's experience with the Tek-CARE3000 demonstrates how the right technology can drive meaningful change in a care environment. By replacing an outdated system with a modern, reliable solution, the facility has improved communication, reduced staff burden, and enhanced the overall quality of care. For teams committed to delivering responsive, resident-centered support, the Tek-CARE3000 offers not just an upgrade—but a lasting difference.

ABOUT TEKTONE

Founded in 1973, TekTone designs and manufactures nurse call, emergency call, wander management and alert integration systems for healthcare communities around the world. The Tek-CARE® platform provides solutions for every type of facility.

The Tek-CARE3000 is a supervised, microprocessor-based nurse call system offering two-way audio and visual communication. It supports staff-to-patient and staff-to-staff communication with flexible configuration tools. At its core is the Tek-CARE Hub, a GEN3 module that connects to Tek-CARE3000 stations and supports two master station options. These masters serve as control centers, displaying and prioritizing calls while managing system settings. The system includes a range of patient stations and devices, all built with modular components and simplified wiring for easy expansion in new or existing facilities.

For more information, please visit tektone.com.