TekTone®
COMMUNICATIONS FOR TODAY ... AND TOMORROW.

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CASE STUDY

OVERVIEW

Location
Danville, PA

Nursing Staff
Approximately 80

Beds
90

Community Type
Skilled Nursing & Rehabilitation

System
Tek-CARE®400 GEN3

Emmanuel Center for Nursing

Advancing in Innovation and Enhancing Hospitality with the Tek-CARE®400 GEN3

Established in 2002, the Emmanuel Center is one of several facilities within the Maria Joseph Continuing Care Community in Danville, PA. While the Emmanuel Center specializes in Skilled Nursing & Rehabilitation, the community also includes the Nazareth Memory Care Center, the Meadows Independent Living Cottages, Maria Joseph Manor, and the Sunset Lane Hospice Unit. As a faith-based organization, it welcomes individuals of all religious backgrounds. Guided by its mission, Maria Joseph Continuing Care Community is "dedicated to a mission of love and respect for each individual," ensuring compassionate care for all residents.

THE PROBLEM

For over 60 years, Maria Joseph Continuing Care Community has been dedicated to providing compassionate care to the Danville, Pennsylvania area. Founded by A Ministry of the Sisters of Saints Cyril and Methodius, the community is deeply rooted in the Judeo-Christian tradition. Their mission is reflected in their slogan, "Preserving the Tradition – Fulfilling the Mission," which guides their commitment to creating a welcoming, secure environment for residents and their families.

Maria Joseph Continuing Care Community had several TekTone systems installed across its campus and was impressed with their reliability and performance. So, when it came time to upgrade the Emmanuel Center's nurse call system, they saw a unique opportunity—they agreed to become a beta site for the Tek-CARE400 GEN3, helping to test and refine the system while benefiting from cutting-edge technology.

After years of struggling with an outdated nurse call system that no longer met their needs, Emmanuel Center for Nursing was eager for an upgrade. They knew that modernizing their system would allow them to provide even better care for their residents.

Nursing staff described the old system as noisy, inefficient, and disruptive to workflow. It lacked the flexibility to be customized for resident needs, making daily operations more challenging. Now, with the new system in place, staff finally have a solution that makes their jobs easier and helps them focus on what matters most—caring for their residents.

THE SOLUTION

Emmanuel Center partnered with TekTone Elite Partner, Keystone Communications, for the installation of their new nurse call system. David Gold, Maintenance Director at Emmanuel Center, described the experience as outstanding, stating, "Keystone has been awesome to work with." He further explained how both Keystone and TekTone technicians consistently kept the Emmanuel Center staff informed about the installation progress, estimated timelines, and the next steps in the process.

The Tek-CARE400 GEN3 is TekTone's latest high-end nurse call system, featuring a completely redesigned patient station. This new station has a sleek, modernized look with built-in LED indicators that illuminate when a button is pressed. Nurses have already noted how much they appreciate the updated design— not just for its aesthetics but also because it's easier to clean.

Staff also love the system's call prioritization feature. When a resident calls for assistance, the dome light outside their room can be programmed to blink in a

specific pattern after a certain period of time, signaling urgency to nearby staff. This escalation process helps ensure that residents get the help they need as quickly as possible.

Another notable upgrade in the Tek-CARE400 GEN3 system is the enhanced pillow speaker. This latest version includes a built-in microphone, ensuring residents can be clearly heard by staff. Additionally, the new pillow speaker features customizable "A" and "B" buttons, which facilities can program based on their specific needs—whether for controlling room temperature, adjusting the blinds, or other functions.

The pillow speaker also includes dedicated buttons for "Pain," "Toilet," and "Water," allowing staff to know a resident's specific needs before entering the room. This feature streamlines workflow and enhances efficiency. Staff at Emmanuel Center are particularly excited about implementing the upgraded pillow speaker to improve responsiveness to residents' requests.

A significant addition to Emmanuel Center's upgraded system is the Tek-CARE Reporting software. This powerful tool enables the facility to generate detailed activity reports for all connected nurse call and third-party systems. Reports can be fully customized, providing insights into events from the past hour or even the last quarter. Emmanuel Center's Nursing Home Administrator, Amanda Gresh, and Maintenance Director, David Gold, highlighted the importance of this software in maintaining staff accountability. Furthermore, it offers peace of mind to residents' families, reassuring them that their loved ones are receiving attentive care.
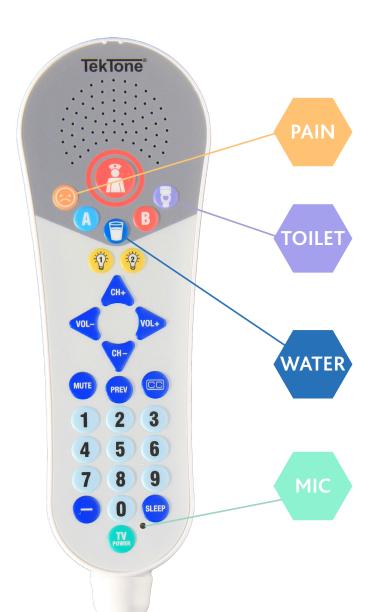
THE DIFFERENCE

From nursing staff to administration to maintenance, every department at Emmanuel Center has felt the positive impact of upgrading to the Tek-CARE400 GEN3. Nursing staff can now assist residents more efficiently and quickly identify which calls require urgent attention. Since the installation, response times have noticeably improved.

Nursing Home Administrator Amanda Gresh shared that family members of residents have been especially

"This is a system that could fit in any facility, if not every facility.
Denise, LPN
Emmanuel Center

> " *Our goal is to partner with brands that are sustainable and see the future and see innovation practices being hardwired. I think this is a great partnership for us.*
>
> Amanda Gresh, Nursing Home Administrator, Emmanuel Center

impressed with the system's customization features and call prioritization. Knowing that bathroom calls automatically become high-priority provides families with peace of mind—especially since that's where the majority of falls occur for seniors.

Amanda has been able to highlight the nurse call system upgrade to potential residents and family members that tour the Emmanuel Center. Current family members even made the comment that "They had noticed [the new system being installed], and appreciated that Emmanuel Center was taking an innovative approach to installing a new system, it's great to see the investment in their loved ones care."

She also mentioned how important it is to the The Pennsylvania Department of Health that the Emmanuel Center is able to track call response times, and make quality improvement initiatives. With the Tek-CARE Reporting Software, providing evidence that they are in compliance with those regulations has been very simple.

TekTone really knocked it out of the park with this system.

Steve Zosh, Keystone Communications
TekTone Elite Partner

On the maintenance side, David has seen a major improvement in system's reliability. Troubleshooting any minor issues has been straightforward and efficient, and working with Keystone Communications has made it even easier. If needed, Keystone technicians can remotely access the system, saving time and reducing disruptions.

CONCLUSION

The Tek-CARE400 GEN3 has proven to be a game-changer for Emmanuel Center, significantly improving how nursing staff responds to resident needs while enhancing efficiency, safety, and accountability.

The upgrade to the Tek-CARE400 GEN3 has also strengthened trust and confidence among residents and their families. The ability to prioritize urgent calls, customize system settings, and generate detailed reports ensures that the facility is not only meeting but exceeding expectations in resident care and compliance.

By partnering with TekTone and Keystone Communications, Emmanuel Center has maintained its commitment to providing exceptional, resident-centered care. This investment reflects their dedication to prioritizing safety and innovation while also upholding the highest standards of care—both today and in the years to come.

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 new Tek-CARE400 GEN3 is designed for optimal mobility, ease of use, and communication. Our new system can receive and answer calls from any mobile device connected to the network. This ensures that staff members are efficiently updated and better equipped to attend to the patient in an accelerated manner. The Tek-CARE400 GEN3 system as a whole is designed to keep communication constant and consistent. This is achieved by full duplex audio, voice-enabled apps, and staff messaging to ensure everyone stays on the same page. In addition to our speedy communication, the Tek-CARE400 GEN3 platform is effortless to operate. Equipped with touchscreen options and a user-friendly interface.

For more information, please visit tektone.com.