TekTone®

COMMUNICATIONS FOR TODAY ... AND TOMORROW.

WILLOW BROOK:
Upgrading Resident Care with the Tek-CARE® Platform

OVERVIEW

Location:
Delaware, OH

Rooms:
100+ across multiple campuses

Residents:
600+ across multiple campuses

Community Type:
Life Plan (Skilled Nursing, Assisted Living, Memory Care & Transitional)

System:
Multiple Tek-CARE systems

Delaware, OH is a small town located due North of the state capital of Columbus. Delaware County is well-known for its access to care for older residents, so the age of residents at the Willow Brook Christian Communities tends to be 80 years and older. Willow Brook has been in business for 50 years, and they own and operate three facilities in the area; Willow Brook Christian Home, Willow Brook at Delaware Run and Willow Brook Christian Village.
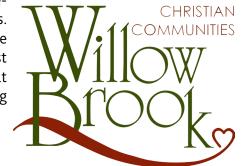
THE CHALLENGE

With over 600 total residents across their facilities, the managing staff at Willow Brook Christian Communities provides many different levels of care.

Willow Brook at Delaware Run is a large life plan community, featuring independent living townhomes and apartments, transitional living, assisted living and memory care. Depending on which part of the campus it is, or which floor of the central building, the care level and security that are required varies. With new funding, the management decided that it was time to enhance their nurse call system. However, based on the sheer size of their campus and the large infrastructure of their previous nurse call system, exchanging everything would be incredibly costly.

Willow Brook Christian Home, while much smaller and more focused in type of care provided, already had a custom nurse call system in place. David Chappell, the Executive Director, had specific requests for what the system should do in order to provide the most efficient care for residents. When their system began to decrease in efficiency, they began to look at several vendors to see who could re-create their current features. They also faced the challenge of an older building, the first portion of which was built in 1967, which makes pulling new wire difficult.

CHRISTIAN COMMUNITIES
Willow Brook

THE SOLUTION

With the help of Stellar-1 Communications, a TekTone Elite Partner in Centerburg, OH, Willow Brook began the process of exchanging their current wireless infrastructure with solutions from the Tek-CARE nurse call platform.

Ed Nice, CIO of Willow Brook, worked with Stellar-1 to start replacing their existing system at Delaware Run without interrupting the entire campus. To begin, they chose the Tek-CARE platform as the foundation for their nurse call system utilizing the Tek-CARE400P5 and Tek-CARE160 product lines. Each resident room utilizes a patient station in the bedroom and an emergency station in the bath.

As for the existing wireless nurse call, Stellar-1 used the Tek-CARE Appliance Server to allow calls from the old system to appear on the new master. This made the transition for staff and residents easier and ensured that the whole system would not need replacing all at once.

Willow Brook Christian Home took a different approach. Because of its older construction, running new cable for the Tek-CARE400P5 was impossible. However, with the Tek-CARE160, using existing wire was an attractive possibility. The Home also chose to add a Tek-CARE500 wireless integration as well as the Tek-CARE700 Wander Management system for monitoring doors at entrances and exits.

At WillowBrook Christian Home, their previous nurse call system allowed for the use of custom room placards. Surrounding the placards is a clear border that allowed for LEDs to indicate calls. This is a unique feature that is not included with the Tek-CARE platform, but Stellar-1 was able to craft a solution. Now, when a call is placed, the room placard will light up with corresponding flash rate based on the call type.

Another unique application at The Home was the use of a call station in the salon. When residents are finished with their appointment, they needed to be able to push a button to alert staff that they needed to be escorted back to their room. This feature was made possible with the Check-In station on the Tek-CARE500 system.

In addition to the nurse call systems, both facilities chose to use the Tek-CARE Staff App for iOS devices. Staff members carry iPods to receive calls, send messages and interact with the system.

THE DIFFERENCE

Chappell puts it best. "This is by far the best system we've ever had," he says. Staff members across multiple disciplines from Maintenance to Nursing and Administration are all pleased with the change. Heidi Reed, Executive Director at Delaware Run referred to the system as "very user-friendly" for her staff.

With the fully integrated systems, staff members are able to interact with and respond to calls across multiple system types and platforms so that they can best serve their residents. Their previous systems were unstandardized, creating a technological gap across campuses. Nice prefers the decentralized aspect of the Tek-CARE Network, allowing him to look at issues across campus and different locations from one place.

The new systems have also worked to blend in with the less institutional atmosphere of the Willow Brook campuses. The NC415A master stations, especially, have been a great benefit. Compared to other masters, the NC415A provides much more pleasant call tones, helping maintain the ambient noise level for residents and visits while still alerting staff members in times of emergency.

CONCLUSION

Even though the task of replacing their nurse call system was daunting, through the help of Stellar-1, Willow Brook came to the realization that rather than require the facility to adapt to the system, Tek-CARE nurse call systems are designed to fit the facility. With interchangeable parts and pieces, Tek-CARE systems are easily installed and upgraded, and Willow Brook will continue to add and adjust as more funding becomes available. No two facilities are exactly the same, and Tek-CARE systems work to make sure that no call goes unheard, even in times of change.

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-CARE systems are installed and serviced by a vast network of distributors and dealers, including exclusive service companies known as TekTone Elite Partners (TEPs). TEPs are required to provide 24/7 service and maintain factory training for installation. They maintain exclusive access to the Tek-CARE400P5 and Tek-CARE700 Wander Management systems, as well as advanced programming features for use with the Tek-CARE120 and Tek-CARE160 systems.

The Tek-CARE Staff App for iOS and Android can be added to any Tek-CARE nurse call system by adding the Tek-CARE Appliance Server. The Appliance Server also adds the ability to add integrations from other Tek-CARE and third-party systems.

For more information, please visit tektone.com.

> **This is by far the best system we've ever had.**
>
> David Chappell
> Executive Director