

BETHANY CHRISTIAN CARE



THE CHALLENGE

As a long-established aged care provider, Bethany Christian Care strives to provide residents with high levels of care in all of its facilities. So when the organisation began the planning process for building an additional facility, management knew they needed to ensure residents could connect with staff members quickly.



The facility, The Plains Retirement Village, houses more than 100 residents and provides 24/7/365 care. In fact, it is Bethany Christian Care's most technically advanced complex. Each resident has a nurse call button located in his or her room. Bethany Christian Care needed a solution that would automatically send notifications from the system to caregivers on their Cisco wireless phones.

Additionally, strict regulations in the aged care industry prompted management to look for a solution that could provide a full audit trail to show how quickly messages were being delivered.

THE SOLUTION

Bethany Christian Care found what they were looking for in the Spok Fusion clinical alerting solution. The solution connects nurse call and other alert systems to staff on their wireless communication devices. In Bethany Christian Care's case, the solution integrates with the nurse call system to automatically send notifications to mobile staff on their Cisco wireless phones. The Spok system has been set up and is managed by Bethany's Information and Communication Technology (ICT) provider, Intuit Technologies.

"Residents push their nurse call buttons for a variety of reasons, many of which require a timely response," said Michael Harding, Operations Manager, Bethany Christian Care. "The [Spok] solution allows our staff to respond quickly and provide exceptional care." When a resident pushes his or her nurse call button, the system automatically sends a message including the resident's location to the caregiver responsible for that area of the facility.

OVERVIEW

Bethany Christian Care, a not-for-profit aged care provider in Queensland, Australia, was first established in 1949 as Bethany Aged Christians' Home. The organisation has since expanded and currently consists of three complexes, Janoah Gardens Retirement Village, Beth Eden Riverside Village, and The Plains Retirement Village.

Bethany Christian Care is committed to providing residents with quality care and offers independent living units, serviced apartments, and residential aged care facilities. The aged care provider operates on a 'lifestyle' model, which means having the resident areas of these facilities feel as home-like as possible.

INDUSTRY

Aged Care

BUSINESS DRIVERS

- Connect residents and staff members quickly
- Leverage the latest messaging technologies in the newest facility
- Link the nurse call system to mobile staff on Cisco® wireless phones

SOLUTION

Spok® Fusion clinical alerting

RESULTS

- Improved caregiver efficiency and response times
- Implemented tracking of staff response times to meet industry requirements
- Seamless integration with nurse call
- Automated escalation process



THE RESULTS

Bethany Christian Care's nurse call system is designed so when a caregiver receives a nurse call notification, the only way to cancel the request is from the resident's room. This ensures that residents are having face-to-face interaction and being helped in a timely manner.

If the system does not detect a response within a short window of time, the Spok Fusion system escalates the alert to additional staff members to ensure resolution. "Our staff are extremely responsive since they know if they don't respond within a few minutes, their co-workers will be unnecessarily pulled away from another area of the facility," said Harding. The results are faster response times and improved resident care and satisfaction.

To ensure Bethany Christian Care is continually meeting the right benchmarks, management use the data collected by the Spok Fusion system to conduct regular audits on staff response times. "In the aged care industry there are strict regulations and standards we are required to meet," said Harding. "With the help of the [Spok] Fusion solution we are able to meet these requirements and provide a safe and well-run environment for our residents."

Through connecting the nurse call system to mobile staff's wireless devices, Bethany Christian Care has improved staff productivity, resident care, and the comfort and safety of everyone in the facility.

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Michael Harding
Operations Manager