

THE NEW E-CALL
How Real-Time
Location Systems
Serve At-Risk
Residents





The New eCall: How Real-Time Location Systems Serve At-Risk Residents

For more than 20 years, real-time location services (RTLS) have been used to identify and track the locations of objects and people in real time, including in senior living. Now, RTLS is evolving. What once was merely a series of dots on the screen has blossomed into a multi-faceted technology that, when integrated into a modern eCall and life safety platform, offers providers detailed information about residents, staff and visitors helping them anticipate needs and prevent adverse events.

Now, instead of simply showing all residents on the screen equally, today's eCall with RTLS can help operators focus on at-risk residents. With this focused technology, operators can do more than simply monitor dots. Operators can:

- Automate contact tracing and improve infection control procedures
- Reduce and prevent elopement by residents in cognitive decline
- Detect falls and resident disagreements
- Manage workflows and improve staff efficiency
- Identify and respond to minute changes in resident health or behavior that could bubble into something bigger if left unchecked

Operators with an eCall solution that doesn't have RTLS could be missing out on key functionality that will improve efficiencies and care outcomes, reduce risk and boost family and outsider confidence.

This eBook explores the ways in which RTLS-based eCall goes beyond the basics, and why Sentrics is at the forefront of this revolution.



Going ‘beyond dots’

As providers reassess their eCall and life safety capabilities, they should consider systems that integrate multiple technologies — including RLTS — into a single platform, says Rick Taylor, executive vice president of strategic development with Sentric. Taylor sees providers trying to extend the life of older eCall solutions by bolting on new capabilities and force-fitting them together.

“RTLS is one of those technologies that you can’t just add onto an older life safety solution and expect it to act like a brand new solution,” he says. “It would double the cost of the nurse call system, hog bandwidth, and fail to deliver the analytics insights you get with a pre-integrated solution.”

Ensure360, the Sentric life-safety platform, is purpose-built, and thus suited to senior living provider needs. It integrates RTLS, emergency call, sensor technology and a rules engine to deliver sophisticated capabilities from a single user interface. It pushes emergency calls across an “always up” Zigbee wireless mesh network that is self-connecting and self-repairing, rather than the existing WiFi infrastructure, which is susceptible to coverage weak spots or insufficient bandwidth. The signals alert staff in real time on a variety of factors, says Sentric Chief Technology Officer Malcolm Graham, all of which help keep residents safe.



Benefits of RTLS-based eCall

- Managing room occupancies for activities and living arrangements
- Warning staff when two people who should not interact are near each other
- Intercepting a resident before she gets too far from her apartment without her oxygen, walker or any necessary durable medical equipment
- Eliminating the need for physical assurance checks by allowing a resident to passively signal that he’s up for the day simply by passing by a sensor
- Recognizing changes in sociability trends by comparing activity registration to RTLS-detected attendance

The Sentric system can also improve infection control procedures. Providers can isolate a resident or wing using geofencing. They can standardize their protocols for improved case management of residents to provide stronger health outcomes. They can also automate reporting by disease, community, region and corporate entity to communicate health status efficiently.



Benefits of RTLS-based eCall

Investing in an RTLS-based life safety solution from Sentric provides an immediate value proposition and long-term benefits. Here are four major reasons operators are embracing this technology: cost savings, staff efficiency, actionable insights and increased family involvement.

Cost savings

An add-on RTLS system roughly doubles the cost of a nurse call system, Taylor says. Because Sentric built RTLS into its eCall technology, providers realize immediate cost savings.

Another cost advantage is the ability to evaluate space usage using the RTLS-based information that is collected. Providers can use room usage, time and room temperature to design or redevelop better, more cost-effective buildings.

Staff efficiency

Providers can use that information to improve staff efficiency and workflows by scheduling shifts based on insights about the amount of time residents need for specific tasks, while monitoring improvements in employees completing tasks and tracking the time spent in non-residential areas.

Caregivers also have the ability to add a disposition right from their mobile apps to document the call. This information can feed right back into the electronic health care and medical record, making everyone more efficient.

During the peak of the pandemic, for example, one health and wellness director at a community in Longwood, Florida, completed manual contact tracing one to two times per week. There were several challenges involved. Getting the staff person on the phone could take a day or two, relying on their memory resulted in poor accuracy and the process was cumbersome — looking at time sheets and assignment sheets to thoroughly trace everyone.

“The ability to have automated contact tracing will save my team valuable time,” says Cheryl Felton, wellness director of Serenades by Sonata at Longwood.

Staffing Efficiencies

The Sentric system offers a range of staffing efficiencies, including:

- Locate and maintain updated levels of durable medical equipment
- Track and receive notifications of changes in trends, such as bathroom habits, sleep monitoring and socialization
- Record each resident's participation in community activities automatically
- Provide data transparency for family members about changes to a loved one's condition

Staff monitor residents through a mobile application, *Act*, as well as a desktop application, *Aware*.

“When alarms come through on the mobile app, I can easily see in which room in the community the resident is located, allowing me to respond faster,” says Judee Butler, a caregiver at Southern Pines Senior Living Community, a Charter Senior Living Community in Thomasville, Georgia. “The search feature is very helpful in allowing me to find residents quickly. Having the RTLS technology has helped me to work more efficiently during my shift.”



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BENEFITS OF RTLS-BASED ECALL

Actionable insights

More importantly, Sentrics can aggregate data from its RTLS-based nurse call, entertainment and engagement platforms, as well as third-party electronic health care and medical record platforms, to give operators a 360-degree view of a resident's physical, medical, social and behavioral needs.

This resident-centric view provides immediate insight into what's happening in their buildings and notify them in an actionable way, rather than seeing rows of overwhelming data.

Increased family involvement

Sentrics automatically records attendance for dining and activities, allowing providers to track trends to improve services and attendance. Monitoring changes in each resident's condition based on the time an employee spends with that resident can help with more accurate billing.

Ensure360 also provides families with real-time data showing socialization trends and participation rates in activities. This data gives families a bigger stake in their loved one's care.

"We are excited to have upgraded our system to Ensure360 with RTLS," says Carolyn Barton, executive director at Serenades by Sonata at Longwood. "The ability to track data over time to see socialization trends will really help to see how a new resident is acclimating and to see how engaged staff are with residents. The data supports tough conversations like needing to bring in private duty or raising the level of care for a resident. The location reporting provides families confidence and makes the conversations easier."

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Serenades by Sonata at Longwood



RTLS-based eCall delivers measurable results

As the senior living industry gradually enters a post-pandemic environment, now is the time for providers to evaluate the technology systems that make them more efficient, improve care outcomes and reduce the impact of the next extreme event by upgrading their nurse call system to an RTLS-based platform.

Ensure360 by Sentric's can meet every conceivable life safety need a community wants to address. To learn more, visit Sentric's at [sentric.net](https://www.sentric.net).

