

## Leveraging Change

Building a business model in healthcare requires selecting and integrating numerous technologies to improve care and satisfaction. Adams Woodcrest built that model on a solid and robust foundation: Responder® 5.

Every expenditure at a care facility has to be justified, so when Adams Woodcrest wanted to replace its aging nurse call system, they selected the best technology they could lay their hands on.

“Responder 5 technology is helping us leverage change in our staffing patterns — which is justifying the cost of implementation,” said JoEllen Eidam, CEO, Adams Health Network.

When Woodcrest began looking for a technology partner, they wanted someone that would stay with them and grow with them — not just through the install itself, but in their continued use and development of the technology and how it is being implemented.

“Responder offered a robust solution that allows us to work more efficiently — as individuals and in teams — in a way that directly impacts our residents’ care and the quality of the care we’re able to provide,” said Rose Kremer, Director of Nursing, Adams Woodcrest.

### Adams Woodcrest

A member of the Adams Health Network, Adams Woodcrest is owned and managed by nearby state-of-the-art Adams Memorial Hospital in Decatur, Indiana. The Woodcrest complex encompasses a 90-unit retirement community, 34 assisted living units and a 134-bed skilled nursing care facility and rehab wing. Woodcrest has been listed among best facilities as reported annually by *US News & World Report*, and Indiana’s healthcare facilities of the year.

Responder 5 technology has been implemented initially throughout the skilled nursing and rehab units, with very specific goals and results being achieved.



### Automated Clinical Environment

“This new automated clinical environment allows us to do things differently, and do things better,” Kremer says. “We’re becoming more proactive than we’ve ever been able to be, and we now know where our resources are at all times, how they are responding, helping us further improve the quality of life for staff and residents.”

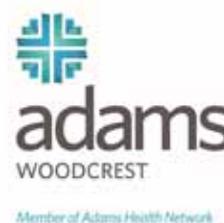
### Reducing Noise

In building its new business model, a number of goals helped drive the selection and adoption of the Responder 5 technology at Woodcrest, Kremer points out.

“We were concerned about noise, for one thing,” she explains, “and knew we wanted a solution that could create a better quality of life here. Faced with ongoing paging, bell tones and

“Responder 5 is helping us bring a new vision of care delivery.”

Rose Kremer, Director of Nursing  
Adams Woodcrest





calls, we wanted a way to make the units more conducive to healing. By putting patient calls and alerts through Responder directly to staff phones, we not only reduced the noise, but also improved our communications, saved staff steps and increased satisfaction – for staff as well as our residents.”

**Improving Coverage**

Placing audio stations in common areas, including the cafeteria, also has helped improve the business model and the environment, adds Rose Kremer, Woodcrest Director of Nursing.

“We’re seeing benefits we didn’t even suspect initially,” she said. “The audio stations help us provide immediate access to responsive care – and avoid the need for nursing staff in the room at all times. That allows us to reallocate and redeploy staff so we can be most effective and efficient in delivering that care.”

“With Responder integrated directly to staff phones, frustration is being greatly reduced. There’s no hunting for staff to deliver messages or get calls answered. We’ve improved overall communications to the point that staff can quickly see what a call or alert concerns without the need to leave a resident’s side or stop what they are doing,” Kremer said.

When they hit their button, they are directly connected to their caregiver, Kremer points out.

“They don’t have to wait for the caregiver to come to them, or go through the desk or multiple people to make a request to begin with.

“They have a lot more comfort that their needs are being addressed responsively,” she says.

**Multiple Communication Avenues**

“We’re making things happen more quickly, and more directly,” she added. That occurs not only by communicating better with each other and the residents via calls, but by visually displaying alerts in the corridors outside the rooms.

When a resident triggers their request, a call light goes off above the room door, and the call is connected automatically to the assigned caregiver.

“We can now answer our call lights more efficiently, and we can immediately see where staff are and in which rooms,” Kremer said. “Families can see and appreciate that, as well, which improves communication with them and the residents.”

**Improved Teamwork**

Responder technology, Kremer points out, also is helping unit staff operate as more of a team.

“We’ve developed a more collaborative effort in responding and delivering care in a timely way,” she said. “The technology makes the staff’s work more efficient, makes their life easier, so that it becomes a team effort to respond to and answer a resident’s need.”

“Responder gives us back hours in our days,” she adds. “I may staff with six clinicians on a unit, but it can feel like I have seven – because we’re able to work more efficiently and get more done using the Responder system. Our residents are no longer just one nurse’s concern – they are everyone’s concern.”

**Improving Care & Satisfaction**

Using Responder 5 critical communications solutions, Adams Woodcrest has been able to:

- Reduce noise
- Improve teamwork
- Gain reliability
- Access integrations
- Improve communications
- Save time and steps
- Improve overall environment

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Rose Kremer, Director of Nursing, Adams Woodcrest

## Reporting and Verification

“The Responder system gives me detailed information that helps us and helps our delivery of care,” said Kremer. “It’s not only reducing our steps and improving communication — it also helps us verify that responsive care is being delivered.”

“Data is already showing improvements,” Kremer reports. “I now know where my staff are and can verify their presence, I can determine time in room, and I can avoid delays in care. That’s important to me, to my staff and to the families of our residents.”

Responder reports also help Kremer address concerns and identify any issues that need to be addressed and resolved in the pattern of care or family questions.

## Training and Use

Staff acceptance of the new technology has been high, Kremer says, and the implementation went smoothly as training was slowly rolled out.

“Management and clinical staff were very involved in the training on the new technology,” Kremer points out. “Training was an integral part of making the technology work for the benefit of both staff and residents, and the onsite delivery by Rauland’s distributor was central to that acceptance and use. It became a seamless implementation.”

Technology Contracting worked closely with Woodcrest to develop and implement a phased training schedule. It started with basics of Responder solutions, and then ramped up, to include phones. Then staff were trained on using and understanding Responder and phones together as an integrated system.

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Rose Kremer, Director of Nursing, Adams Woodcrest



## Move to the Future

“Responder has really changed how we view technology and what is possible,” Eidam says, “and it’s changing how we build our business model.”

“The longer we have Responder in use, the better we get at using its many features and capabilities, and the more we are able to leverage that technology to do our jobs better and create a better environment,” Kremer adds.

Looking ahead, Eidam can foresee the day that Responder 5 becomes the standard across all Adams facilities, including the regional hospital.

“The previous technology was outdated, and did little to help us continue improving our delivery of care,” she said. “Moving forward, we foresee continuing to expand on Responder technology in our facilities. Change is always a challenge, but by further implementing Responder technology, I can see us continuing to improve our care delivery and our communications and satisfaction — for both staff and residents.”

## Critical Communications System and Integrations at Woodcrest

- Rauland Responder 5
  - System/Patient stations
  - Audio bath stations
  - Staff registration
  - Responder Reports Manager
- Versus locating — staff badges
- Direct Connect via Spectralink DECT mobile phones

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JoEllen Eidam, CEO  
Adams Health Network



**About Adams Woodcrest**

Adams Woodcrest is part of the Adams Health Network and sits within a quarter mile of Adams Memorial Hospital in Indiana. Adams Woodcrest includes a large rehab unit focusing on “rehab to home”, a 134-bed skilled nursing care facility, a 90-unit retirement community and 34 assisted living apartments.



**About Technology Contracting Services Inc.**

Technology Contracting Services Inc. (TCSI) provides full-service systems integration and communication technology solutions for healthcare, educational and industrial facilities in northern Indiana. Technology Contracting Services has identified itself with clients thru quality service and professionalism that stands apart from the competition. Our greatest achievement, as a company, has been providing solutions for our clients’ needs within their budgets.



**About Responder®**

Responder® communication and nurse call systems help staff deliver the best possible patient care, with fast, direct patient-to-staff and staff-to-staff communication, flexible integrations, intelligent call routing and real-time reporting.



**About Rauland**

Rauland-Borg is a respected global leader in the design and delivery of advanced communications, workflow and life-safety solutions for hospitals worldwide, with installations in more than 4,000 hospitals in 40 countries.



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