Meeting the Needs of Retirement and Assisted Living Facilities

Integrated communication is at the heart of successful senior care facilities. With Mitel solutions, your staff can effectively communicate with each other, with residents and with their families. And residents have the technology close at hand to connect with their loved ones or summon staff if needed during an adverse event.

THE CHALLENGES

Providing a safe environment for residents and staff
Mitel’s MiVoice communications platform integrates seamlessly with Mitel’s PBX-based Nurse Call Solution to provide direct voice communication between residents and staff. And with closed loop communication via the Voicegate DS call escalation server, you can rest assured that calls will never be lost.

Increasing efficiency and improving quality
Mitel’s solutions can help reduce operating costs while improving efficiencies within your workplace. Mitel’s Open Integration Gateway enables integration of third-party applications such as video surveillance, access control and wander prevention solutions under one umbrella versus operating in disconnected silos. This allows staff to more easily focus on the safety and security of residents than technology issues.

Maximizing revenue generation
Besides providing streamlined communication and increased safety, with Mitel’s voice communications platform senior care facilities can also deliver new and enhanced services to residents while generating revenue for the organization. With voice, voicemail Nurse Call and E911 services, MiVoice acts as a monthly revenue stream—and one that also ensures a consistent experience for residents across the facility.

Voicegate DS’s real-time statistics and reporting capabilities not only keep staff informed of what’s happening in the residence. They also allow the facility to notify a resident’s family if the individual requires additional services by verifying communication usage, including how often Nurse Call is triggered and responded to. Mitel’s other monitoring services, such as fall detection, pendant devices and water detection devices, may also be provided as monthly billable offerings. And Mitel’s call accounting and billing software help capture and record communications while streamlining the billing process.

Protecting the brand
Instead of having multiple solutions, which increase the likelihood that residents’ experiences will vary, Mitel provides one streamlined communications system that blends visually with their living areas.
Maintaining accreditation

To maintain accreditation and mitigate risk requires a solution that ensures clear and immediate communication capabilities between your staff, such as when evacuations may be necessary in emergency situations. Having Mitel’s MiVoice integrated with Mitel’s IP-DECT wireless devices that nurses and staff carry with them allow you to meet that goal by providing added alerts via text messaging.

Mitel’s E-911 Support ensures that family members and other visitors not familiar with Nurse Call can easily call 911 from the facility—and that staff are notified when an emergency call is made from a residence, so staff can take action and go to the residence before first responders even arrive. Having Nurse Call devices in common areas allows residents to signal if help is needed when they aren’t in their residence as well. And with Mitel MiVoice, staff can quickly communicate via set-to-set paging or set-to-all paging by pressing a single button.

Ensuring business continuity

Having Nurse Call integrated with Mitel’s MiVoice Resiliency offering as your primary communication link between staff and residents means you can feel secure in knowing that your system will be up and running 24/7. If a server or network goes down, Voicemail DS escalates to ensure that a call will never missed from resident to a nurse.

Because all Mitel’s devices include battery backup, even if they can even used during a power outage. And all Mitel’s devices—whether it’s a pendant or wireless pull-cord—are monitored, if batteries are draining or a device malfunctions, the system will escalate and produce and send reports via email.

Streamlining service

Having a multitude of contacts for individual communication services can create complications that an already complex business shouldn’t have to worry about. With Mitel solutions, the focus is on service as much as technology. Mitel’s Partners provide a complete solution, with voice, voicemail, video surveillance, integration to access and post-sales services. What’s more, they provide a single point of contact for fault triage, dispatch and remediation capabilities. In an environment with many communication variables and employees focused on residents and not technology, simplified access to remediation services is a must.
Using Communications Tools to Overcome the Challenges in Senior Care

Employing sophisticated, leading-edge technology in a senior care environment is vital. But often it’s the simple and effective communication tools that can make the biggest differences in the lives of your staff and residents. Mitel designs tools that offer:

- A simplified and secure approach to connecting staff to patients and families—wherever they are.
- Robust, cost-effective solutions focused on the security and safety needs of the residences.
- A tool set that increase efficiency in the delivery of services to residents.
- Solutions that allow senior residences to control their costs, increase their service revenues and drive exceptional ROI.

How UC Tools Benefit Senior Care Facilities

IP Communications from Mitel provide Senior Care facilities with the necessary applications critical to the well-being of the residents; help keep staff, families and residents in constant communication; and assist in providing a safe environment—a key requirement for seniors.

Mitel IP solutions enable senior care facilities to provide:

- A safe, secure and positive experience for their residents.
- Streamlined communication between the staff, the administration, and residents.
- Communication elements needed to reduce service delivery costs and increase efficiency of the facility.
- New revenue streams via services offered.
Enhancing the Overall Care Experience

**STAFF**
Nurses and caregivers are reachable anywhere in the facility—via their telephony device, by a telephone call, page, or a call from the Nurse Call system. This enables a quick response to residents, whether they need a simple service or they are in distress.

**RESIDENTS**
For residents, their experience is as it would be if they were in their own home. The solution requires minimal instruction to operate and provides the same features and functionality found on the devices they are accustomed to using. The total solution includes the necessary security devices that make residents feel safe should an emergency arise. And residents can even use MiCollab video services via their mobile phones or other devices to quickly connect with their physician, their physical therapist or their families for an impromptu remote visit.

**PROVIDING A SAFE LIVING ENVIRONMENT**
- The deployment of MiVoice in resiliency-based architecture ensures communication is available to staff, residents, and administration when it counts.
- The integrated PBX based Nurse Call solution with fixed and mobile devices for the resident ensures they can signal distress wherever they are in their residence.
- Specific safety devices such as wireless fall detection, water sensors and virtual surveillance devices help create a safer environment for all.
- The provision of E-911 services anywhere in the facility allows residents and family to summon help from any telephony device in the facility.
- The local or remote notification of emergency events to sets, IP-DECT devices and smart devices ensures that staff and administration are always aware of an emergency call leaving their premises or an adverse event in process.
· Because Nurse Call is a critical solution for the resident’s security, the Voicegate DS server provides a closed loop escalation process with data collection and reporting, ensuring that a staff member will always be notified.

· Direct staff-to-staff mobile communication simplifies day-to-day communication, and during and adverse event, allows for quick triage.

· Paging from staff to staff or to a group ensures everyone is always in the know.

· The integrated facility paging system allows the instant delivery of messages across the premises.

· Directed outreach and paging across the facility, to the resident—and even to family—minimizes the time required to reach a large group, and ensures quick delivery of critical information.

· Integration of ancillary systems such as Perimeter access, video surveillance, wandering solutions via Mitel’s Open Integration Gateway or the Voicegate DS Server connects the staff to the various safety applications deployed in the facility, and reduces the effect of technology silos.

**EASY COMMUNICATIONS FOR ALL**

In senior care, both residents and staff are known for being resistant to change. And changes that affect the way they communicate or the devices they use—or require new processes to learn—can all have a direct impact on residents, staff and family satisfaction. That’s why simple and easy to use communication is a must, and that’s what Mitel’s solutions offer.

To minimize the disruption that the installation of a new communication system and related training can cause, Mitel has developed the Day 1-Day 2 staged process to reduce the impact to the facility and their residents. The objective is to provide a total solution on Day 1, with ongoing post-sales service provided starting on Day 2 and continuing as needed moving forward.