

## HERITAGE GREEN:

Lighting Up Response Times with TekTone's  
Tek-CARE® 400P5

### OVERVIEW

**Location:**

Greenhurst, NY

**Rooms:**

95

**Residents:**

134 Maximum

**Community Type:**

Skilled Nursing & Rehab

**System:**

Tek-CARE® 400P5

Greenhurst, NY is one of the many towns nestled in southwestern New York in the region of Lake Chautauqua. Lake Chautauqua is located about an hour and a half from Buffalo, a quiet area filled with farming and scenery. Heritage Ministries, a non-profit owner of senior living communities, operates eight communities within the region, offering multiple levels of care including independent living, assisted living and skilled nursing. Heritage Green focuses on skilled nursing and rehabilitation.

### THE CHALLENGE

Heritage Green provides a complete array of continuing care. With skilled nursing, rehab and memory care areas, the staff need to know exactly where a call is coming from and when. In such a diverse healthcare environment, it can be difficult to find technology that conforms to the specific needs of Heritage Green.

Heritage Green is uniquely constructed, maintaining resident rooms in hexagonal areas attached by hallways. Due to its unique architecture, this often makes it difficult for staff to view the dome lights. If a staff member cannot see which room placed the call or in which area another call is currently annunciating, it could mean that a resident may attempt to get up and assist themselves, which could lead to an accident. Heritage Green staff also strive to achieve a response time of less than 15 minutes for every call across the board.

With these factors combined, Heritage Green sought different systems and methods in attempts to operate as efficiently as possible. From nurse call headsets to walkie talkies, nothing seemed to be the perfect fit for their needs. After much searching, they found a solution in the form of the Tek-CARE® 400P5.



## THE SOLUTION

Heritage Green, as well as the other facilities operated by Heritage Ministries, began implementing the Tek-CARE®400P5 nurse call system in 2016, which features multicolor dome lights that can be programmed with up to 8 different colors and even more color combinations. Jeff Ondrey, Director of Nursing Operations for Heritage Ministries, noticed the level of customization that can be achieved with the LI484P5 dome light and talked to the local TekTone Elite Partner, FSC Systems, to see what could be done to assist in achieving a call response goal of less than 15 minutes.

Working with FSC, Heritage Green designed specific dome light colors for every type of call, including different behaviors in call escalation if a call has not been answered after a set amount of time. For all facilities owned and operated by Heritage Ministries, that threshold is 10 minutes.

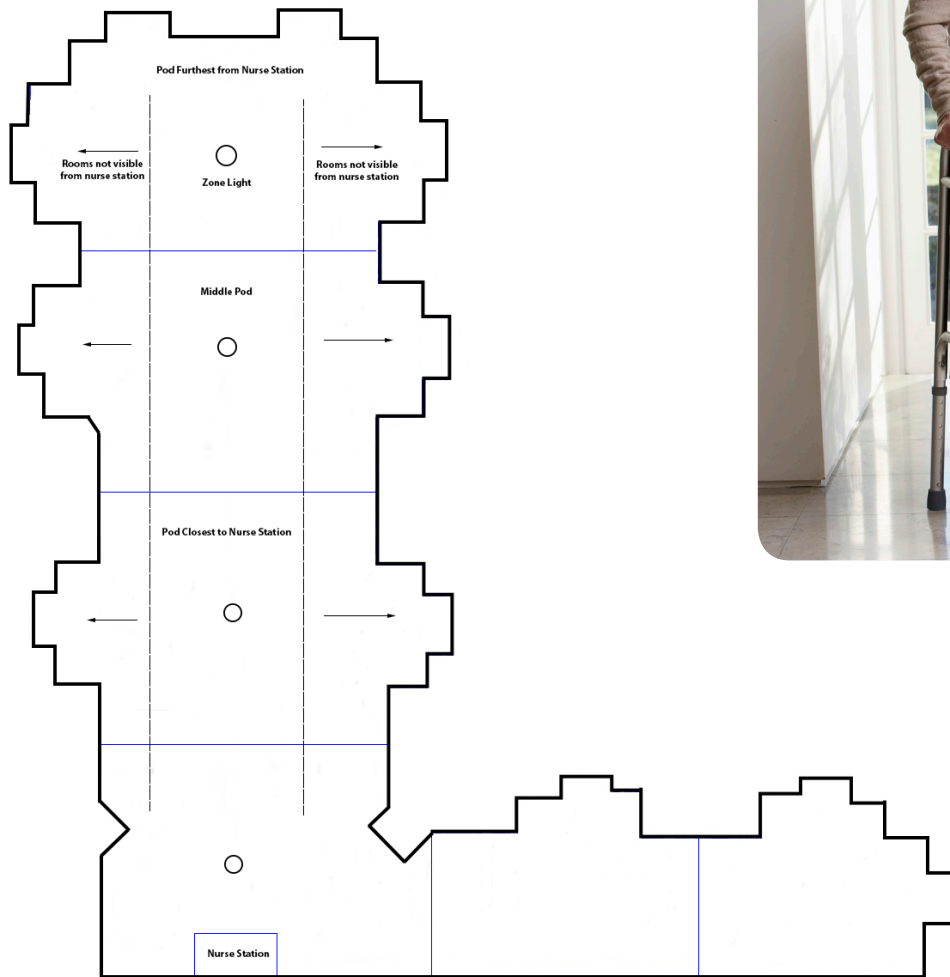
Taking full advantage of the customization available with the Tek-CARE®400P5, Heritage Green utilizes 19 different dome light color combinations, with each color placement signifying something different, most notably the zone lights.

The rehab area is hosted in the aforementioned hexagonal “pods” as Ondrey refers to them. In each pod, a dome light is installed over each room door and a zone light is installed in the center of the area on the ceiling. When a call is placed, the zone light will light up in one particular spot and where it lights signifies in which pod the call is coming from. These zone lights are angled so that they are visible from the nurses station and also from the other pods. If a nurse exits one room and sees that the zone light is still on, she can determine where to go next. This is especially helpful with escalation. In the same situation, if the nurse or aid exits a room and sees that the zone light is still on and is blinking, she can determine that there is a resident elsewhere that needs immediate attention before entering another room nearby.

*On the zone light, if the two lights closest to the nurses station are lit, the call is in the pod closest to the nurses station. If the two lights furthest from the nurses station are lit, this indicates a call from the pod furthest from the nurses station. When lit, the light appears to be pointing in the direction of the call (pictured right).*



Heritage Green's pod-shaped wings presented an interesting challenge as far as making sure call locations are visible from everywhere. The drawing below details the layout of one of the wings in Heritage Green.



## THE DIFFERENCE

“So far we have seen significant improvement in call bell response times, particularly at Heritage Green, where historically this had been a common complaint expressed by residents,” noted Ondrey. “We now average less than 5 minutes per call. Additionally, it appears that there [are] less than 5% of calls that exceed 15 minutes of wait time.”

Heritage implemented the Tek-CARE® 400P5 in 2016. Between August 2016 and January 2017, the percent of total calls over 15 minutes decreased by 15%. This data was pulled using the Tek-CARE® Reporting system also utilized by Heritage. With Tek-CARE Reporting, Ondrey and other staff are able to evaluate their new implementations and assess if anything needs to be tweaked.

The staff at Heritage Green are pleased with the new implementation as well. Aides and nurses alike agree that the system is easy to respond to, allowing for minimal effort when trying to locate calls, unlike other systems used in the past or at different facilities.

Because of the success, Heritage Ministries, the non-profit owner and operator of Heritage Green, will implement similar programming across all of their facilities.

## CONCLUSION

Overall, the Tek-CARE®400P5 system assisted in improving call response times and in tracking those improvements. Through the use of Tek-CARE Reporting, Heritage Green is able to track improvements made by implementing the multicolor dome light notification system. Staff are able to easily identify what type of call, where it is coming from, and how quickly a response is needed. This in turn has led to an overall decrease in call response times allowing for safer and happier residents and family members.

Residents of Heritage Green and their family members can rest and enjoy themselves knowing that staff are doing everything they can to assure that resident safety takes top priority.

## ABOUT TEKSTONE

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®400P5 is the premiere system of the Tek-CARE® platform, installed and serviced by an exclusive network of dealers known as TekTone Elite Partners (TEPs). TEPs are required to provide 24/7 service and maintain factory training for installation. The Tek-CARE®400P5 offers customization and flexibility for every level of care and every number of residents. In addition to the multicolor dome lights featured here, the system includes two-way voice communication, touchscreen master stations, wireless phone integration, and much more.

Tek-CARE reporting can be added to any system on the Tek-CARE network using the Tek-BRIDGE® server. The server provides customized reporting for staff based on response times, call types and other data.

For more information, please visit [tektone.com](http://tektone.com).

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Jeff Ondrey  
Director of Nursing Operations

