

# Improving the Healthcare Experience

## At Senior Care Facilities



For senior care facilities, it is difficult to provide a safe environment and a high quality of care for residents while still allowing for certain levels of independence. In order to overcome this challenge, fast and efficient communication is essential. Staff, residents and family members must be able to communicate in real time over fixed, wireless and mobile networks.

Senior care facilities are presented with a unique challenge in the healthcare industry: How can they ensure high quality of care and provide a safe environment for residents, yet also give them the level of independence they desire?

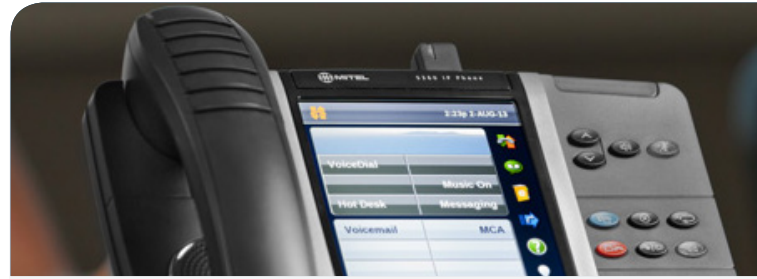
Fast and efficient communication is vital when caring for and ensuring the safety of residents in need of long-term assisted care. Mitel enables senior care facilities to deliver a single communication suite across fixed, wireless and mobile devices, allowing staff to effectively communicate with each other, residents and their families. Residents have the technology close at hand to summon staff if needed during an adverse event or simply to connect with families. This highly connected approach to senior care provides the benefits of real-time IP communications while protecting your facility's existing infrastructure investment.

## Taking Advantage of the Latest Communications Capabilities

Communications solutions for senior care have taken significant steps forward. Advances in cloud-based applications and mobile technologies have allowed senior care facilities to connect staff, residents and families in new ways that keep residents safe while providing a new level of autonomy.

In this new environment, staff can collaborate and share data with each other and residents in real time across a variety of communications devices and solutions. Moreover, interactions can take place regardless of whether the resident is in his or her room, the activity center or elsewhere.

But your facility does not need to implement a "rip and replace" of existing technology to take advantage of these new capabilities. Rather, collaborative new communications solutions, such as those from Mitel, complement existing infrastructure, which extends your return on investment; enhances the overall productivity of your staff; and improves residents' quality of care. The company's solutions offer long-term care facilities the latest voice, nurse call, collaboration and mobility capabilities—all while preserving your existing infrastructure investment. Requirements for senior care facilities include:



## Voice

Senior care facilities need a scalable, flexible business communication platform that delivers a range of communications services, including voice, unified messaging, mobility, presence, conferencing, collaboration and other services. Mitel's MiVoice can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports a range of deployment models.

- **Voice:** Senior care facilities need a scalable, flexible business communication platform that delivers a range of communications services, including voice, unified messaging, mobility, presence, conferencing, collaboration and other services. Mitel's MiVoice can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports a range of deployment models.
- **Nurse Call:** Residents need to reach staff members at any time of the day or night, from anywhere in the facility. Mitel's MiVoice communications platform integrates seamlessly with Mitel's PBX-based Nurse Call Solution to provide direct voice communication between residents and staff, no matter where they are.
- **Unified Communications and Collaboration:** Staff at senior care facilities need to collaborate more easily and effectively, no matter where they are, what job they do and what device they use. Mitel's MiCollab combines collaboration, mobility and messaging into a single solution, giving staff members the reliability and flexibility needed to improve quality of resident care.
- **Tele-health Solutions:** Video-based solutions from Mitel even let residents connect with their families via familiar devices and utilize a simple interface.
- **Enterprise Mobility:** While residents in long-term care facilities are increasingly mobile, so too are the staff that care for them. Mitel's Enterprise Mobility solutions provide on-the-go staff with the mobile devices and technologies to be reached regardless of where they are in the facility.

## Ensuring Business Continuity

Senior care facilities are 24/7/365 environments, and your communications capabilities must keep up with this requirement. When it comes to such capabilities, first and foremost on the list is business continuity; residents and staff must always be able to communicate with each other, even if there's an event that impacts your servers or network. Without reliable voice and collaboration systems, chaos can ensue.

With Mitel, you can choose your deployment strategy for maximum business continuity: distributed, centralized, or public cloud. Mitel's business continuity solutions for senior care facilities include:

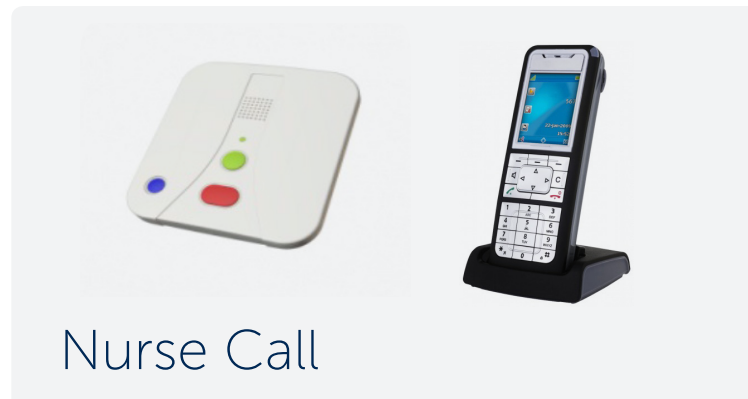
- Nurse Call integrated with Mitel's MiVoice Resiliency offering as your primary communication link between staff and residents means you can feel secure in knowing that your system will be available 24/7. If a server or network is impacted, Mitel Escalation Server escalates to ensure that a call will never be 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 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.

## Maintaining Accreditation

Receiving and maintaining accreditation with state or local agencies is critical for senior care facilities. Factors of accreditation may include measuring the organizational management, patient safety practices, quality of services provided and service outcomes. Reliable communications systems are also a big part of this equation. Maintaining accreditation and mitigating risk requires a solution that ensures clear and immediate communication capabilities between your staff, such as when evacuations may be necessary in emergency situations.

Here's how Mitel can help:

- Mitel's MiVoice can be integrated with Mitel's IP-DECT wireless devices that nurses and staff carry with them, providing added alerts via text messaging in the event of an emergency.
- Mitel's E-911 Support ensures family members and other visitors not familiar with Nurse Call can easily reach 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.
- With Mitel's MiVoice, staff can quickly communicate via set-to-set paging or set-to-all paging by pressing a single button.



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## Providing a Safe Environment for Patients

Your residents have the right to expect a safe environment, which accounts for not only their physical security and safety, but also the quality of care throughout their stay. Your staff needs to be equipped with communications devices and solutions to be responsive to resident needs around the clock. At the same time, they need to be able to quickly communicate emergencies, resident and otherwise, with the touch of a button, and respond to different types of monitoring alarms quickly and efficiently.

Here's how Mitel can help:

- Mitel's MiVoice communications platform integrates seamlessly with Mitel's PBX-based Nurse Call Solution to provide direct voice communication between residents and staff, allowing residents to signal distress wherever they are. With closed loop communication via the Mitel Escalation Server call escalation server, calls will never be lost.
- Ancillary systems, such as perimeter access and wandering solutions, can be integrated via Mitel's Open Integration Gateway or the Mitel Escalation Server.
- Specific safety devices such as wireless fall detection, water sensors and virtual surveillance devices help create the safest environment possible for residents.
- The provision of E-911 services anywhere in the facility allows residents and family to summon help from any telephony device.

- The local or remote notification of emergency events to sets (set-to-set or set-to-all), IP-DECT wireless devices and smart devices ensures staff and administration are always aware of an emergency call leaving their premises or an adverse event in process.

## Controlling Costs and Maximizing Revenues

Administrators at senior care facilities are always looking to increase the level of resident care; however, at the same time, they are acutely aware of rising costs and shrinking budgets. Therefore, case cost control and reduction is key.

Here's how Mitel can help:

- Advanced communications and collaboration solutions from Mitel can help your day-to-day operations run more efficiently—without requiring a significant infrastructure upgrade. MiVoice also can be deployed as a virtualized solution, further helping with case cost control.
- The company's integration options and migration strategies allow you to integrate new solutions into your facility's existing environment, at the pace you want to migrate to better control costs.
- MiVoice allows senior care facilities to deliver new and enhanced services to residents while generating revenue for the organization. With voice, voice mail, Nurse Call and E911 services, MiVoice can act as a monthly revenue stream—and one that also ensures a consistent experience for residents across the facility.
- Mitel Escalation Server'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.

## Enabling Resident-Centric Care

Advanced communications and collaboration solutions bring high levels of efficiency to senior care facilities, allowing staff members to spend more time on residents' quality of care.

Communications solutions from Mitel can help your staff members improve efficiency in their day-to-day operations, allowing them to be more attentive to resident needs. Residents and staff at senior care facilities can be resistant to change. 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 key stakeholders. That's why simple and easy-to-use communications solutions are a requirement.



## Unified Communications and Collaboration

Unified Communications and Collaboration: Staff at senior care facilities need to collaborate more easily and effectively, no matter where they are, what job they do and what device they use. Mitel's MiCollab combines collaboration, mobility and messaging into a single solution, giving staff members the reliability and flexibility needed to improve quality of resident care. Video-based solutions from Mitel even let residents connect with their families via familiar devices and utilize a simple interface.

Here's how Mitel can help:

- Mitel's Nurse Call Solution allows your staff members to respond to resident needs quickly, regardless of where they are in the facility.
- Residents receive the same communications experience they would in their own home, using communications devices that are familiar to them. Knowing they are just the push of a button away from help, residents can experience a new level of independence.
- Residents can even use MiCollab video services via their mobile phones, tablets or other devices to quickly connect with their physician, physical therapist or families for an impromptu remote visit.

## Learn More

To learn more about how Mitel Healthcare Solutions can help you control costs, empower your staff and enable patient-centric care, contact your Mitel sales representative or visit [www.mitel.com](http://www.mitel.com).

## How Can Mitel's Communications and Collaboration Solutions Benefit You?

### ADMINISTRATORS

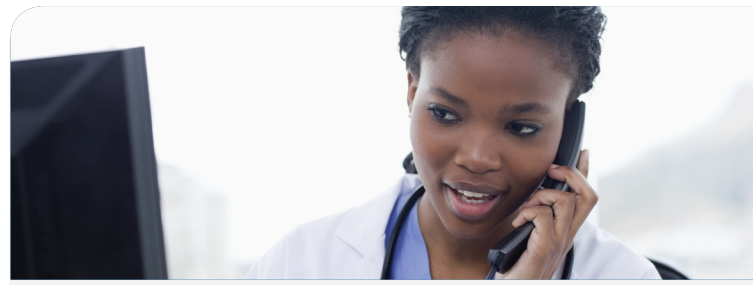
- Control costs through automated processes, such as appointment reminders
- Improve staff efficiency through mobility and collaboration solutions
- Enable high-quality, patient-centric care by removing roadblocks

### STAFF

- Spend more time with patients and less time on administrative roles
- Become increasingly mobile, knowing you're always within reach
- Improve communication and collaboration with colleagues, regardless of location

### PATIENTS

- Communicate quickly and easily with their assigned team, on-premises or in an in-home environment
- Benefit from patient-centric care enabled by communications and collaboration solutions



## Enterprise Mobility

While residents in long-term care facilities are increasingly mobile, so too are the staff that care for them. Mitel's Enterprise Mobility solutions provide on-the-go staff with the mobile devices and technologies to be reached regardless of where they are in the facility.



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