



Henry & Emma Budge Foundation, Frankfurt, Germany

More time for care with Ascom's communication solution

The Budge Foundation nursing home on the Lohrberg is made up of 96 modern, fully equipped 1-2 bed bedrooms. Over several years the house has been renovated into a modern centre for old people.

The Budge Foundation is situated in a lovely spot, at the top of the Lohrberg in the east of Frankfurt. The Christian and Jewish orientated home has over 176 places in the old people's home and 160 nursing home places.

On the ground floor there are facilities for everyday life: a hairdresser's, a laundry, an Internet café, a cafeteria, a library and other rooms for events.

"No call should go unanswered"

During the renovation, the Budge Foundation wanted to improve the entire communication system. The previous "beeper" device with intercom was not sufficient and also not available area-wide. The illuminated call systems were not very flexible, unreliable, complicated to use and provided no kind of documentation about the call event.

Therefore, this needed to be dealt with urgently. The main request of the foundation was: "No call should go unanswered". In the past calls frequently went unanswered and as a result residents needing help waited in vain for the nurses. A homogenous communication structure had to be found, which covered all the building and the surrounding area as well as sensibly linking up all the employees.

The size of the building made it important to have a simple overview of all the employees currently working, so an "intelligent" presence sheet was needed. The use of various terminals for the different systems was not practical. The Foundation wanted one terminal with which all the functions of the various systems could be used.

Solutions for more effective communication

A solution was found in the form of the DECT system 9d, which was also the basis for further applications. The inter-



Heinz Rauber, Manager.

face connection to the Tenovis TC device was made using Qsig. In case of a breakdown in the TC device the 9d system continues to function. To show who is present an application was written that is visible on the screens of the nurse stations. As regards the illuminated calls the integrated patient call system teleCARE M guarantees that no calls go unanswered anymore. Each call is directed to the responsible nurse and logged. Calls that are not processed within a certain time are printed out on the security desk and signalled to special terminals.

A personnel emergency signal function on the mobile devices allows the personnel to call for help quickly in case of emergency. The residents can make emergency calls using mobile emergency call transmitters from the telePROTECT infrastructure. They remain mobile and therefore feel safer. Moreover, other technical alarms e.g. fire alarm are set off via alarm modules.

Decreased workload

It has been possible to reduce the workload of the personnel by over 20% by, for example, the reduction of unnecessary call outs and the removal of transmission activities. This results in cost saving and allows more time to be invested in care without employing more personnel.

- The call forwarding and the intelligent handling of unanswered calls increases the efficiency of the entire work process. Today each call can be answered within three minutes.

- It has been possible to reduce the night shift in the supervised rooms to one care team. However a call-out care team is appointed to be able to react quickly in case many calls are made and guarantee a high standard of care.
- Through the logging of all activities the authorities can quickly be provided with any proof they may need.
- The integration time for employees has been drastically decreased. Therefore staff turnover is dropping due to better working conditions.

An investment in better care

Unlike industry in health care it is not so easy to give figures about amortisation periods. However, to a certain degree a time saving of 20% in relation to the costs can be estimated. However, in the Budge Foundation this time saving has been mainly invested in better care and more time for the residents – this offers a very large image benefit.

Furthermore, it is today possible to integrate new employees within 2 days instead of one week. With a staff turnover of only 12-15% this means an annual saving of more than 7000 EUR! Heinz Rauber, Manager "With the wireless solution from Ascom our employees can concentrate directly on providing personal and direct care"

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