

SUCCESS STORY

South Dakota Senior Care Facility Installs **AWC ODIN Page 2 Talk** to Improve Response Times



PROBLEM

Staff was taking too long to respond to call lights and pagers were being dropped, lost, and/or ignored.



SOLUTION

Installing **Advanced Wireless Communications** ODIN Page 2 Talk to work in conjunction with their pre-existing paging system. The ODIN Platform takes paging alerts and converts them to voice to be played over the AWR Advantage two-way radios that are carried by staff.



RESULT

After installing **Advanced Wireless Communications** ODIN Page 2 Talk response times decreased from 10 minutes to 4 minutes, a significant 6 minute improvement as quicker response times lead to improved resident care and satisfaction.



STORY

Nurse call systems help keep residents of assisted living centers and nursing homes safe and secure in the event of an emergency. They allow residents to call for help if they fall, suspect a medical problem, or need other assistance where it is vital that the staff responds rapidly.

A South Dakota senior care facility was experiencing long response times to call lights and their existing paging system was part of the problem. Due to broken, lost, or ignored pagers, the calls were not being answered in a timely manner, leading to lessened resident care and satisfaction. When calls were answered, it was not uncommon for multiple staff members to attend to the same call, leading to duplicated work and wasted time.

To combat this problem, they installed the **Advanced Wireless Communications** ODIN Page 2 Talk and provided AWR Advantage two-way radios for their staff to carry rather than pagers. The **Advanced Wireless Communications** ODIN Page 2 Talk works with their pre-existing paging system to convert paging alerts to voice to be played over the Advantage two-way radios. The audible announcements alert the staff immediately without the need of visual notifications such as call lights and pager text. This allows them to act quickly to patient calls and assist residents in a timely fashion. The two-way radios also allow the staff to communicate and coordinate with their entire team, saving time and resources while drastically improving resident care.

