

**Innovation of the Year Award
Kendal at Hanover, Hanover, NH**

Nominated by: Diana Cox, Director of Resident Healthcare Services

Kendal at Hanover is pleased to nominate Rob Jones, Director of Information Technology; Laurie Flynn, Director of Nursing; and Dean Sorenson, Director of Facilities for the Innovation of the Year Award. These staff members have demonstrated a striving for excellence in the area of technology by which to better serve our residents. Their ability to venture forth to areas of emergence has shown vision and the ability to execute with results directly affecting resident quality of life.

Kendal at Hanover began a journey approximately two years ago with the goal of enhancing resident safety in a myriad of ways. We reviewed technology systems which would provide a greater level of comfort and peace of mind to our residents throughout the community. An interdisciplinary group consisting of key staff from nursing, information technology and facilities convened for a number of months performing a complete review of all relevant programs available. We selected Status Solutions and the "SARA" system. This technology has provided a platform to enable us to evolve in a number of ways in response to improving resident quality of care.

The system enables wireless nurse call to all health center rooms/apartments in addition to functioning as an emergency call system throughout the independent community. Additionally and as importantly the "SARA" system provides the ability to act as a "buddy system" for residents to insure they are living safely. Lastly the system sends the unique voice of "SARA" to resident telephones for all important messages such as utility issues and post fire drill education.

Specifically the system functions in the following ways:

- ❖ Nursing is alerted to resident needs more immediately and responds accordingly
- ❖ Nursing management receive reports of nurse response time which can be shared with resident and family for resident satisfaction
- ❖ Residents in independent living depress their devices in their bathrooms each morning which serves as a safeguard to staff knowing they are up and about. If they do not trigger their device by an agreed to time, "SARA" will call them as a reminder. If this fails, staff will contact them or go to their apartment to check on their safety. (pilot phase)
- ❖ Residents who are receiving pillboxes for medications are contacted by "SARA" as a reminder to take their medications. (pilot phase)

The end result is a solution that integrates systems and devices to build resident comfort and reassurance, safety and ongoing performance improvement.
