



Broadlawn Manor Nursing and Rehab Center

This quarter we feature Broadlawn Manor Nursing and Rehabilitation Center, a skilled nursing facility located in Amityville, New York. Broadlawn Manor was founded as a private entity in 1952 and has emerged a half century later as a not-for-profit healthcare organization providing quality healthcare with dignity and compassion. Broadlawn Manor is one of the first facilities in the region to utilize full tracking that provides a map indicating where a patient/resident is at any given time. This is one of the most sophisticated systems that TotalKare offers and it provides numerous benefits to the facility enhancing their services. "Utilizing the latest TotalKare solutions we are able to identify a resident's location immediately. In addition, the system provides the graphic location when a resident crosses a physical boundary that we have set. This allows for peace of mind to staff and especially families." Quoted by Gerard Kaiser, Vice President of Senior Services.

Service Center

- ⬆ To make the most of your system after installation, it's important to have the staff members using the system attend the in-service. This includes security, nursing, and maintenance personnel. This will ensure that everyone on your staff has a comfort level with how to use this new technology.
- ⬆ Extended Service Contracts (ESCs), based on level purchased, can provide after-hours support as well as parts and labor at no additional cost. Some ESCs even provide software upgrades at no extra cost, but that does not cover labor and travel, so please keep in mind these are billable items. To minimize expenditures, we try to keep upgrades to one or two a year.
- ⬆ TotalKare is always adding to its service offerings. The latest introduction is STBCs (Support Time Block Contracts). STBCs provide 15 minute phone call time blocks, at a cost effective price. A client without an STBC will pay \$125 per support phone call, for up to 1 hour. If the call is only 30 minutes an STBC client will only pay \$62.50. Currently available to WatchMate customers only.
- ⬆ For customers without an ESC, it is important to request a System Health Check at least once a year to ensure the system is performing to manufacturer's specifications.
- ⬆ Facilities over time, either due to staff turnover or the development of "bad habits," are affected by employees having insufficient knowledge to operate the system efficiently. To guard against this and avoid liability issues, it's imperative to keep staff fully trained at all times. Call your TotalKare representative to schedule a re-service of your staff (*a nominal fee is required*).

Headlines



New Web Site:

The new TotalKare web site is live. To access it please go to www.totalkare.com and keep watching it over the next few months for changes, additions, new information and special offers. A new feature that has been implemented but not yet activated is an exclusive area for Extended Service Contract customers to enable them to log in and access information not generally available to other customers.



BBB A+ Accreditation:

TotalKare of America Inc. is proud to announce that it has achieved the highest level of Better Business Bureau (BBB) Accreditation available by having an unblemished record for any customer complaints.



Floor Plan Upgrades:

If the electronic floor plan on your computer is not high quality (the quality is based on original floor plans provided to us), let us regenerate them for you! We now provide a service to do this at a nominal cost. Please contact your sales representative for pricing.



TotalKare Sounders:

We are introducing a new sounder with variable tones and adjustable volume control. If your sounders don't sound great, are too soft or too loud, consider changing them for these new generation units. They will be available in November 2011. A picture of the unit is displayed on the next page.



Dome Lights:

We have a new dome light in development for nurse call systems. More information will be provided in the next quarterly newsletter. Feel free to call us to discuss any dome light requirements prior to this if you like.



Micro Tech Promotion:

From now until November 30th, we are offering 25% off the list price of ANY fall prevention system* for the bed or chair. And to sweeten the deal, for any sale of \$500 or more, we'll also throw in half price shipping!

a system sale includes a control unit & a sensor pad



TotalKare Golf Day

Alex, Steve, Basil, Robert, Brad, Dan, Jack, Marty, Chris



TotalKare's revolutionary **new** generation sounder offers a range of volume levels and tones to meet all customer requirements. The prior generation of standard sounders provided limited options and sometimes customers found they were too soft, too loud or simply monotonous.

Tips Corner

Test your tags regularly. Tags need to be tested at least once a week and more frequently, especially if they are close to expiring. If the tag reaches low battery status, it needs to be properly disposed of. It's best to wrap it in tin foil and throw it away outside the protected area. Extra tag testing equipment is available upon request. For the system to register tag status, including "low battery," tags need to be detected by a controller or receiver. Pay special attention to those residents that move around infrequently,

TotalKare's premium security solutions from renowned vendors for the healthcare industry include:



-  Wandering Resident Security Systems
-  Infant & Pediatric Security Systems
-  Mother/Infant Matching Systems
-  Emergency Response Systems
-  Nurse Call Systems
-  Fall Prevention Systems
-  Advanced Rapid ATP Hygiene Monitoring Systems
-  Access Control Devices (Magnetic Door Locks, CCTV & Video Systems)
-  KEEP WATCHING THIS SPACE. . .!

Asset Management for Healthcare

Do you know where your equipment is?

Across the acute and long term care continuum, emergencies occur on a daily basis. The ability to locate equipment when it is needed is critical. How does your staff go about finding the equipment they need for either an emergent or non-emergent situation? Monitors, IV pumps, wheelchairs, bed and chair alarms, walkers and more are some of the equipment that staff may or may not have readily available.

Asset management in the healthcare setting, in broad terms, refers to a system whereby equipment of value is monitored, located and secured. Asset management has developed into a formulated policy and procedure for the cost-effective operation, inventory, and location of assets.

The two most prominent approaches to asset management are through RFID and RTLS solutions. Both focus on improving efficiencies and safety in the healthcare environment through complete mobile monitoring solutions. These solutions not only improve response time for the location of critical equipment, but they also improve a facility's bottom line by maintaining an accurate inventory of said items. Asset Management influences all aspects of operations, from lowering staff response times, to managing costs.

If you don't know where your equipment is at all times and want to improve workflow, tracking and utilization of your equipment, not to mention improve the management of your inventory to prevent loss or theft, contact TotalKare today at (800) 471-5273 to inquire about our Asset Management Systems.

Written by Randy Gerlach, Licensed Nursing Home Administrator and consultant for TotalKare.

Fall Trade Show Schedule

NYSHFA Fall Convention & Trade Show at the Hilton Garden Inn, Troy, NY on November 15, 2011
NYAHS Fall Convention & Trade Show November 16-17th, 2011 at the Sagamore, Lake George NY



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Newsletter suggestions?

