

ascom

Ascom long-term care solutions

Improving lives for residents and caregivers



Contents

An overview of Ascom solutions for long-term care	3
Our solutions: In brief	4
Challenges facing long-term care facilities	5
Ascom solutions to improve long-term care	6
How Ascom solutions help overcome today's LTC challenges	10
The solutions in action.....	14
Implementing Ascom LTC solutions.....	15
Post-implementation support.....	16
Ascom Solution Lifecycle Plans	17

An overview of Ascom solutions for long-term care

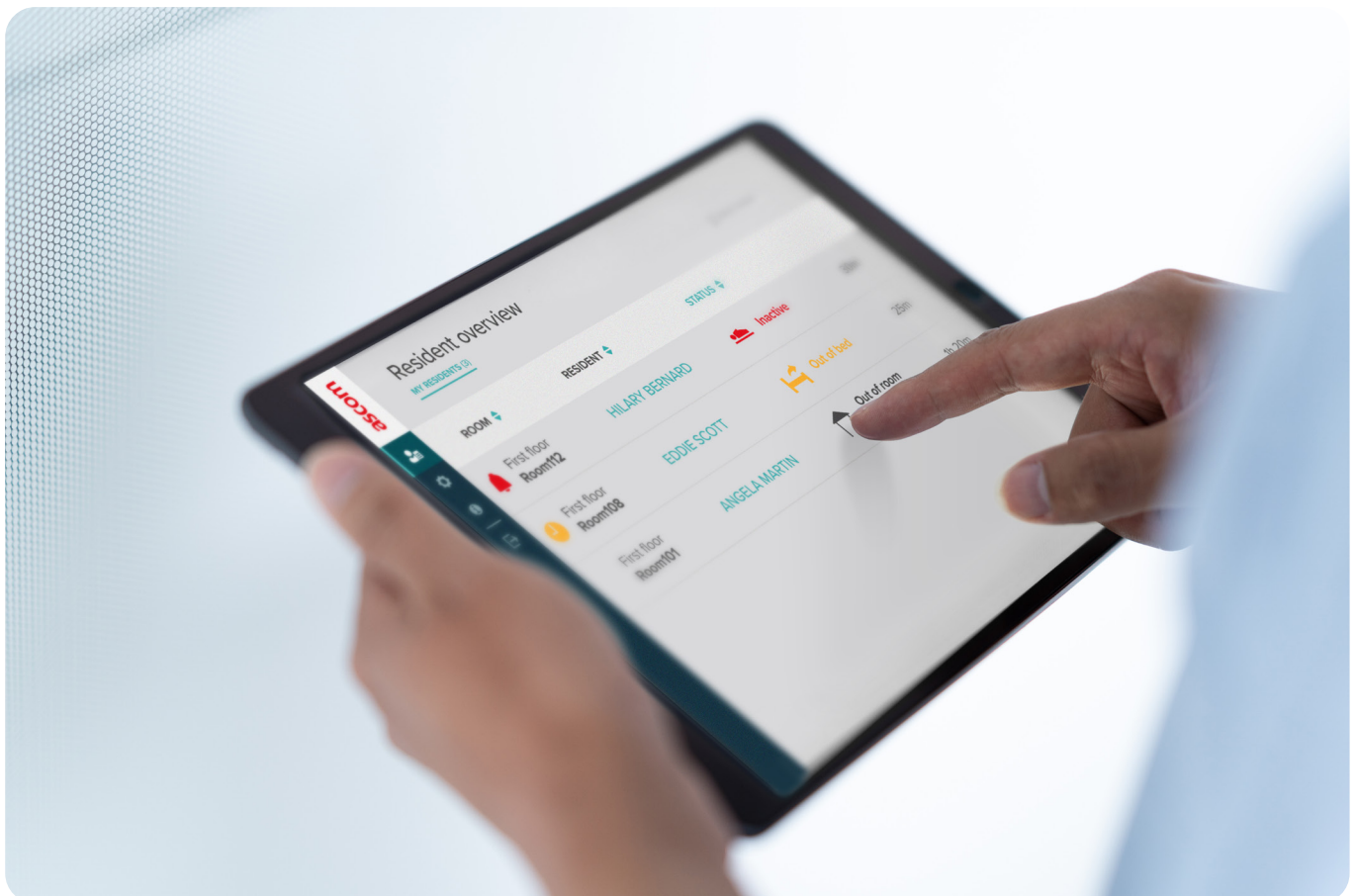
At Ascom, we specialise in communication and coordination systems for long-term care, aged care and assisted-living facilities. With our wide range of solutions, we can ensure safety, dignity and privacy for long-term care residents as well as a calm, coordinated and efficient workplace for caregiving professionals.

Ascom long-term care (LTC) solutions include smartphones for long-term care apps, alert management system, resident response and nurse call system, and wander management and personalised monitoring system—all designed to help you meet the challenges of your care facility and create the greatest value.

All Ascom long-term care solutions are—and always will be—based on open, vendor-neutral, interoperable software architecture. So, you can always trust your Ascom solutions to work with any of your existing IT communications systems.

The value created by Ascom long-term care solutions

- Higher-quality care at a lower cost worldwide.
- Greater satisfaction for residents and family members.
- Improved staff satisfaction and retention.
- Increased efficiency.



Our solutions: In brief



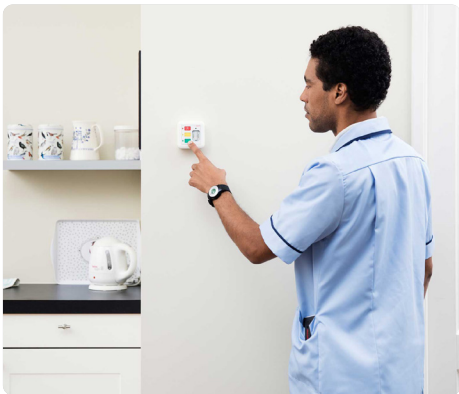
Smartphones for long-term care apps

Enable digital mobile working by giving carers access to the care apps and information they need—wherever they are—on one mobile device.



Alert management system

Send alerts and messages from existing systems (such as nurse call and technical alarms) to carers' mobile devices. Help ensure alerts are received by the right person, actioned or escalated.



Resident response and nurse call system

Enhance residents' safety with a combination of innovative nurse call and mobile devices. Optimise workflows for staff and enable digital reporting and auditing.



Wander management and personalised monitoring system

Discreet digital monitoring of residents provides security and dignity, with wander alerts going directly to mobile carers. Enables smart analysis of residents' behavioural data for personalised, predictive and proactive care.

Challenges facing long-term care facilities

Like the healthcare sector in general, long-term care facilities face a number of serious challenges. Some of these challenges are due to wider social and demographic trends, while others are the result of developments specific to long-term care (LTC). Below, you can read more about some of the major challenges long-term care facilities are facing.

Rapidly ageing global populations

There are currently more than 140 million people in the world over the age of 80—a figure projected to reach 426 million by 2050¹. Such a dramatic rise is already having a dramatic impact with more elderly people now entering long-term care facilities. This has led to an increase in care needs and higher rates of chronic, complex conditions, which is putting even greater demands on care facility staff and resources. These demands are being compounded by societal and cultural changes. In East Asia, for example, elderly parents have traditionally been cared for in the family home. Today, however, it is becoming acceptable for parents to enter long-term care facilities.

Demographic shift in society

There is also demographic shift in society where not enough people are being born to look after a growing elderly population. This demographic shift means that it is essential for people of working age to remain in employment where they can generate wealth for the country¹ instead of stopping work to look after elderly relatives at home.

Staff shortages and low retention rate

By 2030, according to a projection from the World Health Organisation, there will be a worldwide shortage of more than 9 million nurses². But it's not only nurses. Today, other skilled health workers are also in short supply. This shortage is made worse by challenging working conditions, e.g. long, irregular hours, risk of injury, etc., and caregiving being perceived as an unglamorous profession. As well as general staff shortages, there is also a high turnover among caregivers, which leads to higher training costs and lower resident satisfaction.

Rising expectations from residents and families

There is a shift in focus from quality of care to quality of life, which comes with raised expectations from residents and their families. The Internet and social media have made it easier for prospective residents and their families to research and compare different facilities as well as to be more actively involved in planning and monitoring their in-residence activities³. Regulatory controls are also becoming ever more stringent.

These developments mean facilities must optimise their digital care capabilities in order to: develop and implement customised care plans, register staff-resident interactions, keep track of and log care delivery, and gather data for compliance purposes.

Increasing need for seamless continuity of care

Medical and technical advances are making it possible for the elderly to remain in their own homes for longer. This development has two significant results: Firstly, many residents are already frail before moving into long-term care. And secondly, residents often require complex care that must be maintained as they make the transition from their own homes to a long-term care facility. On top of this, the care continuum is becoming increasingly complex. Residents now commonly move between different segments of the care continuum—from their home to a long-term care facility, from a facility to hospital, from hospital to rehab centre, etc. Successfully maintaining consistent care across all care environments requires seamless data streams and interoperable communication systems.

Need to adopt advanced remote monitoring systems

The COVID-19 pandemic highlighted the importance of minimising exposure to infection for the elderly and other immunocompromised groups. Unfortunately, this means reducing valuable interaction between the resident and carer, which can make it difficult to provide the desired levels of care and support. Less human interaction can also negatively impact residents' mental health. Remote monitoring solutions can go a long way towards counteracting the effects of infection-control measures that reduce direct human contact. Many long-term care facilities—even in the developed world—lack the technical systems needed to discreetly monitor and communicate with their residents remotely.



Smartphones for long-term care apps

The Ascom Myco smartphone is validated by Google™ as an Android Enterprise Recommended device. A reliable, durable device in a tough aluminum chassis, the Ascom Myco smartphone supports healthcare- and long-term-care-specific apps.



Discover the benefits

- Provides device consolidation—enabling digital and mobile working by giving mobile care workers access to the apps and information they need, wherever they are, on one mobile device.
- Easy access to care documentation while on the move.
- Communication device, phone calls/voice, secure messaging.
- Medication signing.
- Nurse calls and other resident alerts.
- Staff can scan barcodes, send and receive photos, videos, waveforms and other data.
- A single button push sends personal distress alerts—complete with location—to designated responders.
- Works on DECT, Wi-Fi and LTE networks.

Alert management system

With the Ascom alert management system, alerts and messages can be sent to carers' mobile devices from virtually all existing or planned nurse call and technical alarm systems. Automatic re-routing of alerts to designated responders helps ensure that all alerts are acknowledged and acted upon.

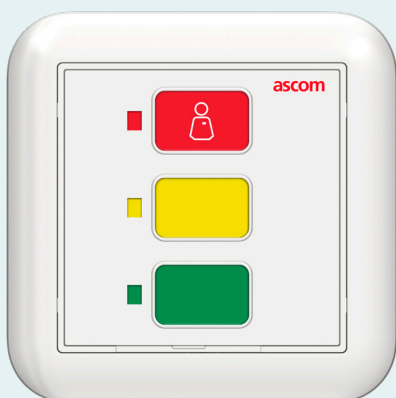


Discover the benefits

- Enables workflow orchestration by filtering and sending alerts to designated carers' smartphones and/or feature phones.
- Filtered alerts promote a homely, calmer environment.
- Integrates smoothly with existing nurse call and alarm systems.
- Less walking for carers—more time for meaningful interaction with residents.

Resident response and nurse call system

Ascom solutions are modular and scalable. The Ascom resident response and nurse call system can be easily customised for single and/or smaller facilities and multiple/large facilities. Providing equally consistent value and benefits for all. So, no matter the size of your facility, staff and residents will feel the benefit.



Discover the benefits

- Delivers residents' calls, alerts and messages to designated carers' mobile devices and/or stationary monitors.
- Helps support efficient care coordination and delivery. Carers prioritise calls while on the go, and coordinate responses with colleagues.
- Reassures residents and their families that help is always at hand.
- Reduces noise and disturbance by reducing the number of unfiltered alarm signals.

Wander management and personalised monitoring system

Discreet digital monitoring of residents provides security and dignity, with wander alerts going directly to mobile carers. The Ascom wander management and personalized monitoring system also enables the analysis of residents' behavioural data for personalised, predictive and proactive care.

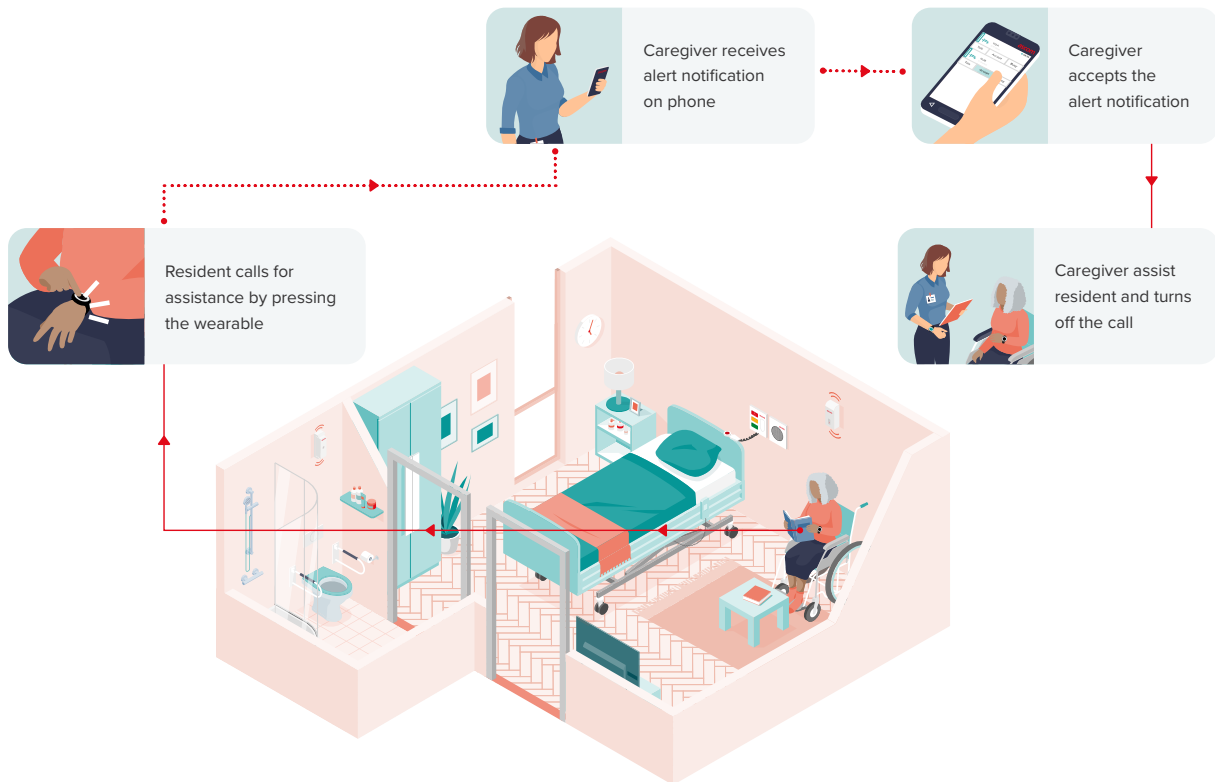


Discover the benefits

- Discreet monitoring and alerting promote resident wellbeing and a nurturing environment.
- Wearable transceivers, location beacons and movement sensors help create a safe space for residents.
- Generate detailed resident profiles and use them to create truly personalised care plans that deliver person-centered and proactive care.

Wearables resident call

Resident asks for assistance by pressing bracelet



Challenges

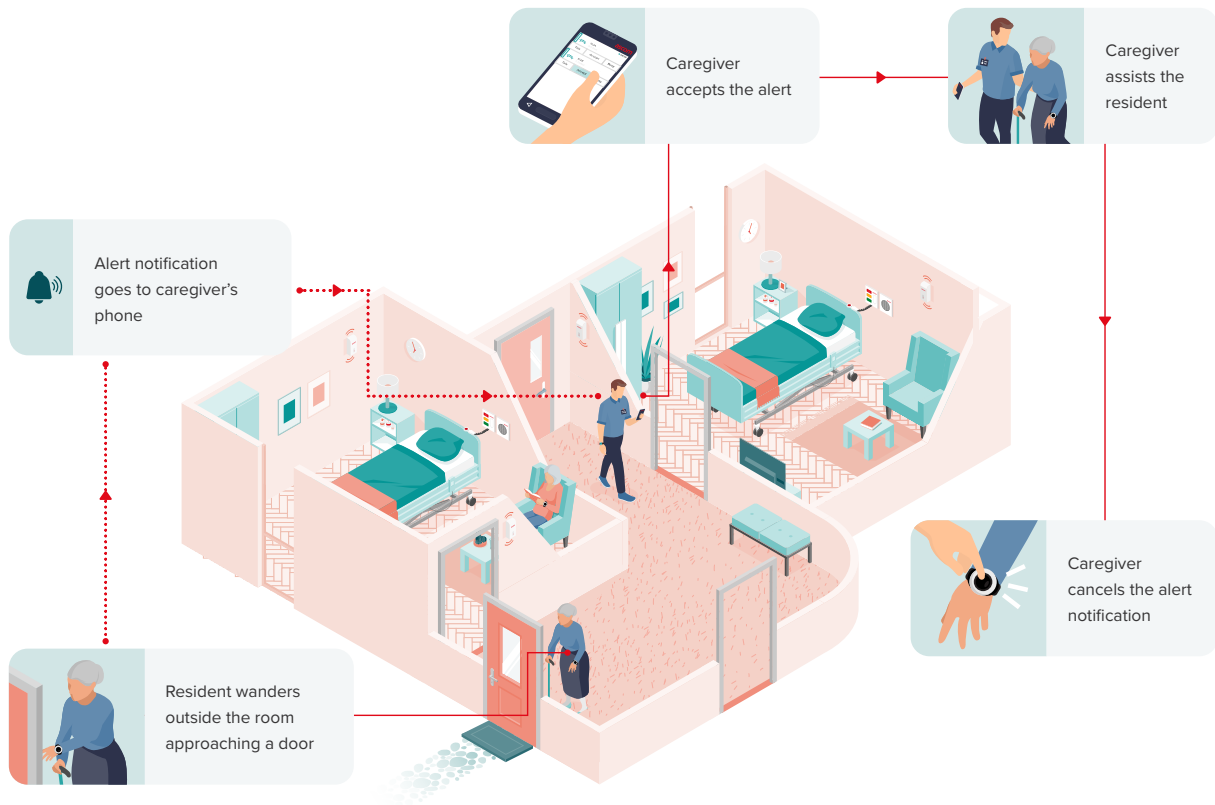
- Quickly find residents in need—too little information, too much walking
- Essential to live with dignity, independence and freedom of movement while aging
- Feeling unsafe and not confident of being found in case of a dangerous situation

Benefits

- Finding residents quickly in urgent situations
- Wearable devices provide identification a location of residents
- Improve care quality with more time spent on important interactions—less time walking and finding resident
- Confidence that help is just one press of a button away
- Feeling of freedom of movement remains while aging

Wander management

Resident wandering



Challenges

- Research shows that six out of 10 people who suffer from dementia will end up wandering¹
- Although common, wandering can be dangerous—even life-threatening—and the stress of this risk weighs heavily on caregivers and family¹

Benefits

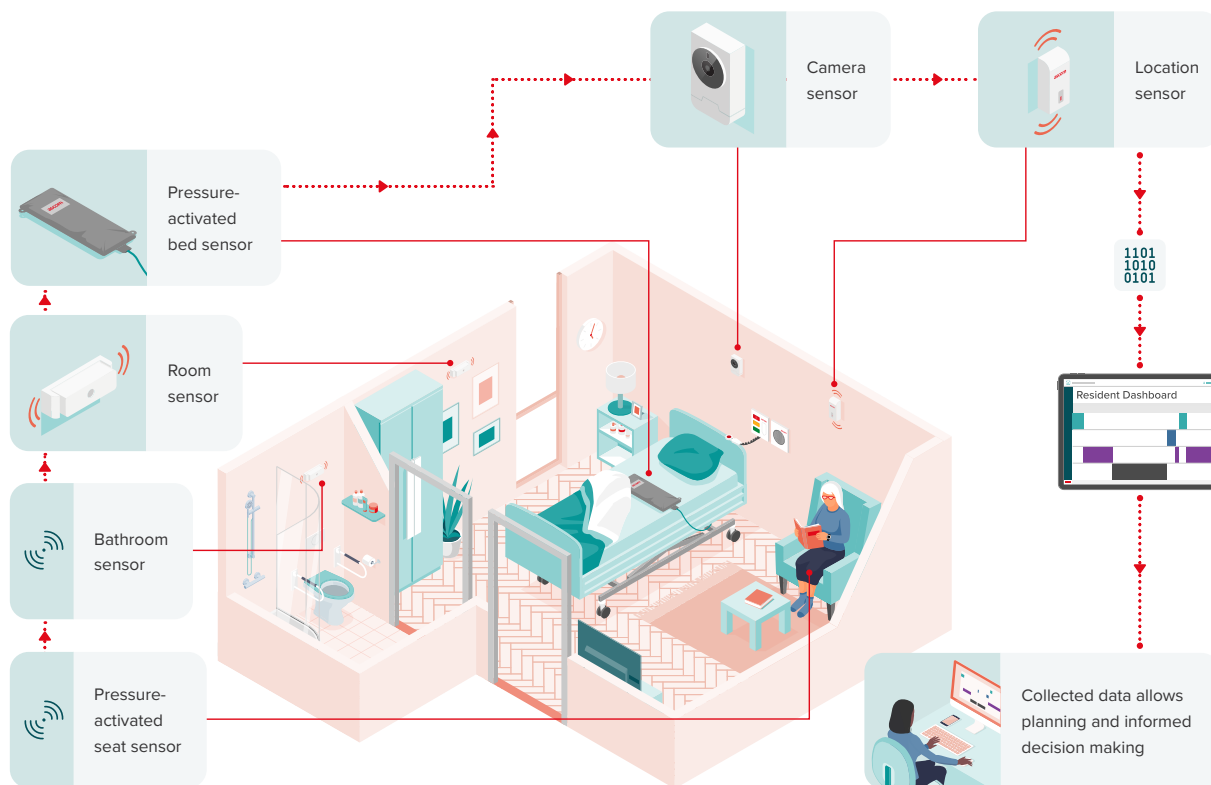
- Creates an open environment yet with enhances safety for specific residents who cannot leave and put themselves in a dangerous situation
- Wearable transceivers, location beacons and movement sensors help create a safe space for residents
- Creates a quieter, more home-like environment with a greater sense of independence
- Peace of mind for family members, having confidence their loved ones are secure

References:

1. Wandering | Alzheimer's Association
<https://www.alz.org/help-support/caregiving/stages-behaviors/wandering>

Lifestyle monitoring

Lifestyle behavioural data for better care planning



Challenges

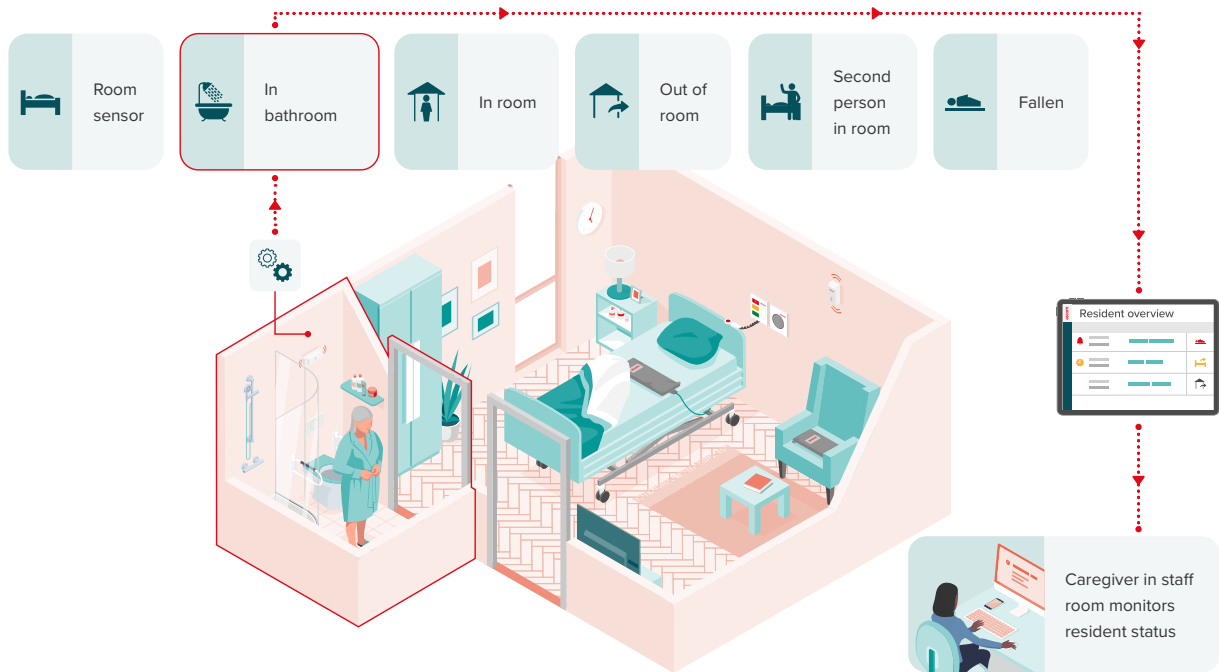
- Resident need of care varies based on previous lifestyle routines, medication, decline of physical and cognitive abilities, etc.
- Care delivery routines, e.g. mornings, are static and the resident has to adjust to these new routines
- Lifestyle behaviour changes over time which drives the need to follow up and adapt the care plan accordingly
- Quick understanding of changes in lifestyle behaviour is critical for improved quality of life of the resident

Benefits

- Deviations in resident lifestyle can be detected and acted upon when necessary
- Decision-making can be based on objective data to inform personalised care
- Family can have insights into the lifestyle of their loved one
- Optimises quality of care for improved quality of life

Remote digital monitoring

Discreet monitoring of resident's daily activities



Challenges

- Inconsistent bedtime routines and night-time light and noise compromise sleep quality, e.g. caregiver rounding¹
- Every resident has own need of care—challenge in meeting personalised care and maintaining efficiency
- Staff shortages and increased needs are a common problem in care
- Walking to resident rooms is time-consuming

Benefits

- Enables tailor-made care using a resident profile
- Optimises resident dignity and autonomy while keeping them safe
- Reduces unnecessary activities/ rounds for staff
- Minimises intrusive interactions between resident and staff
- Optimises the freedom of movement and independence of each resident while still keeping a safe and secure environment

The solutions in action



Residents

Want freedom to live independently longer.



Caregiver

More complex care technology more software and integrating with EPR.



Organisation

Focus on quality of care and outcome of care. The impossibilities of data.



Family

Want safety and reassurance.



Caregiver

End to end satisfaction for resident to caregiver with near real-time technology.



Organisation

Pressure on finance demands flexibility. Care technology 'as a service'.

Our customers

"We believe that the environment should not have to adjust to fit the technology, rather, technology should adjust to the environment."

Jacinta Robertson

Head of Residential Aged Care
at AnglicareSA, Australia

"After an extensive assessment of companies, Ascom stood out as the one best aligned with our mission. These technologies not only reveal great opportunities for how we care for our clients, but they also make a tangible difference, providing our care staff with more streamlined workflows and our clients' freedom, safety, and comprehensive care."

Bernie Poh

Chief Executive Officer at Allium Healthcare, Singapore

AngliCare SA Australia

When AnglicareSA was looking for a new nurse call system for its facilities in South Australia, a key criterion was the promotion of mobility and independence for residents, while simultaneously maximising their safety. It's a tough balancing act. Many nurse call systems, for instance, are static and rigid, with alerts going from fixed points in residents' rooms to centralised nursing stations or PCs. This can not only inhibit residents' mobility, it can also lead to unnecessary walking for caregivers.

Ascom, however, was able to meet AnglicareSA's demands by combining elements from its LTC offerings, and integrating them into a cohesive solution. Residents now wear wireless transceivers (either as pendants or wristbands) which they can use to communicate alerts or requests while on the move. Alerts from the transceivers go to mobile caregivers' Ascom Myco smartphones. Caregivers can see the nature and priority of each alert on their device and can easily re-route alerts to colleagues if unable to respond.

Allium Healthcare Singapore

Dignity with security in a groundbreaking aged care facility Allium Healthcare partnered with Ascom to make a tangible difference in their care model, providing caregivers with more streamlined workflows and helping to ensure the greatest possible security, peace of mind and dignity for residents.

Allium Healthcare faced a challenge when selecting a communications solution for their new premium aged care facility in Singapore. How to monitor their residents in order to ensure their safety, while simultaneously ensuring their privacy, dignity and freedom of movement?

Working in close collaboration with Allium Healthcare to address their objectives, Ascom was able to implement a communication solution that focused on improving client care, workflow efficiency, and staff safety.



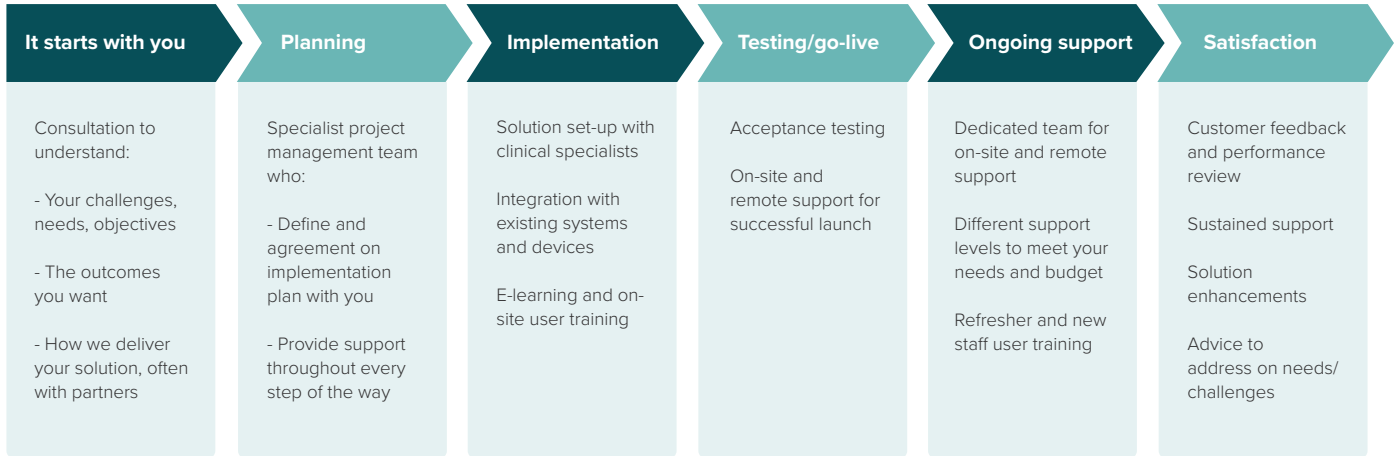
[Read more here](#)



[Read more here](#)

Implementing Ascom LTC solutions

How we work with you



Ascom LTC solutions are modular, scalable and highly customisable. These facts, together with the uniqueness of each healthcare facility, of course mean the solution(s) implementation plan will vary from facility to facility.

However, Ascom assigns to each implementation project a dedicated project manager (PM). All Ascom PMs are trained and certified in PRINCE2® project management methodology, and Ascom is accredited with ISO 9001, ISO 13485 and ISO 27001.

Many Ascom solution implementations involve Ascom Clinical Consultants. These are Ascom employees, usually Registered Nurses, with extensive hands-on clinical and/or LTC

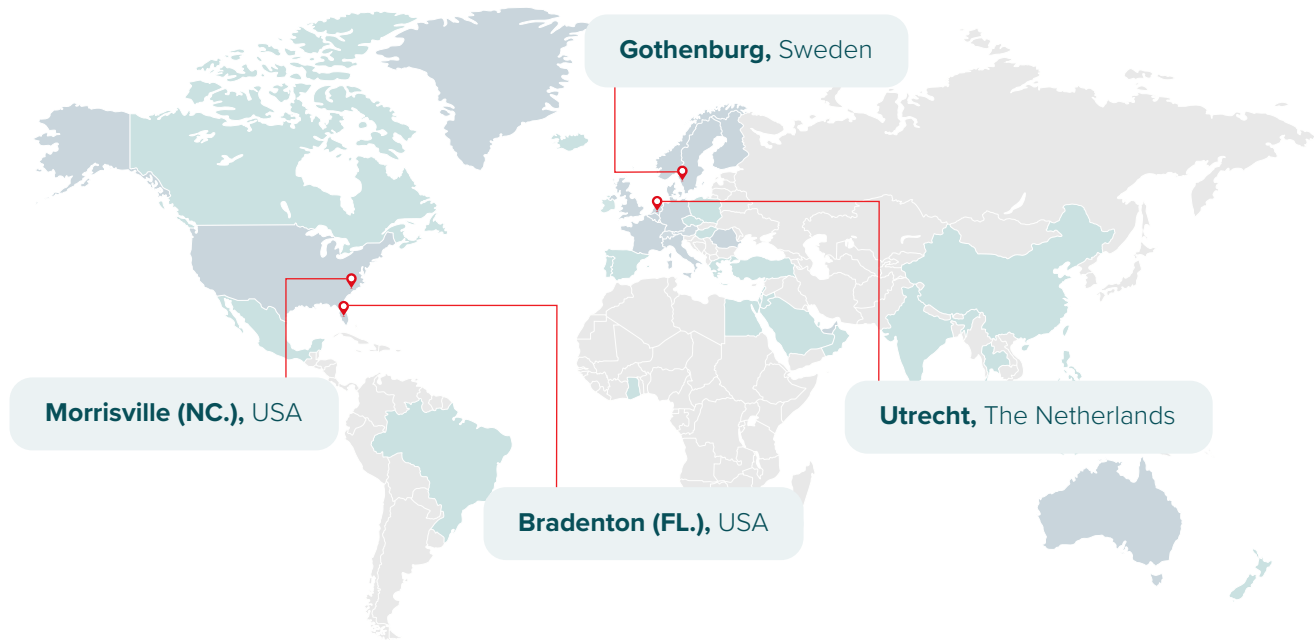
experience. They play a key role in ensuring the needs and wishes of frontline carers and residents are reflected in the solution's implementation. They are also on hand to assist with solution commissioning and training.


Ascom Clinical Consultants can also be engaged independently of a solution implementation. They can, for example, shadow different shifts, departments and workflows. They observe work processes and analyse data flows between care teams, residents, devices and IT systems.

Finally, they present a report that identifies bottlenecks and improvement opportunities and suggests possible actions.

Post-implementation support

Ascom has a worldwide customer support infrastructure made up of more than 200 employees at 13 regional service centers. Customers are also supported by our four third-line service centers in:



 Ascom office  Ascom presence  Partner and approved products

Ascom manages reported performance incidents in accordance with the ITIL (Information Technology Infrastructure Library). This is a set of practices that Ascom uses to standardize our management of responses. It means that all Ascom customers, regardless of size or the physical location of their solution, can expect the same professional response and support.

Customised onsite and online technical and user training courses are available to help customers make the most of their long-term care solutions. Additional support and services are available through Ascom Solution Lifecycle Plans. See the next section for more details.

Ascom Solution Lifecycle Plans

Ascom long-term care customers can opt for the Ascom Solution Lifecycle Plan (SLP). The SLP combines a customer's individual service package with specified availability of man-hours and guaranteed response times. The SLP is available worldwide in three tiers (Bronze, Silver, Gold), and offers the following:



Helpdesk access

Guaranteed prioritised access to our technical helpdesk. Available as a standalone service or as part of a customized SLP. Ensures quick, direct access to expert technical assistance.



Defined service levels

Delivers certainty and predictability. Sets out your accessibility time frame and guaranteed response times.



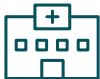
Remote access

Our technicians use ASRA to securely log in to your systems and equipment. Access levels and authorisations are agreed in advance. Enables fast, secure troubleshooting.



Remote support

Receive remote technical support by phone and/or email. Combine with the remote access service, and our technicians can intervene to address issues. No cost for remote advice and/or corrective actions.



On-site support

A structured, transparent approach to physical service visits. Work hours and costs of materials are agreed in advance, and included in the service.



Preventive maintenance agreement

Scheduled on-site analysis to help maximise system efficiency and ROI. Each visit is followed by a written report with recommendations on how to optimise system efficiency.



Remote monitoring

Secure remote monitoring by Ascom experts can help detect glitches before they impact system uptime, safety and/or productivity.



Service delivery management

Ensure your organisation makes the most of your Ascom services. A dedicated Ascom services expert ensures you receive all your services as agreed. A convenient single point of contact for smooth services delivery.



Software maintenance

Brings clarity and convenience to software management. Ensures you can always download the latest software versions and updates, and that Ascom applications support OS upgrades.



Interoperability certification

Certifies that your Ascom solution is interoperable with non-Ascom systems/solutions in a multi-vendor solution. Eliminates the need for interoperability testing.



Extended warranty

Help ensure peace of mind and operational continuity with free replacement items, including embedded software. All replaced items arrive pre-tested for full functionality and integration.



Free return shipping

Streamline administration and remove cost uncertainty with free return shipping of all repaired equipment items.



Accidental damage coverage

Repair and/or replacement of phones and pagers that have been accidentally damaged. Covers mechanical and liquid damage.



Prioritised repair

Additional peace of mind and system efficiency with our express phone and pager repair service. We guarantee a maximum turnaround of two working days.

References:

1. Harasty C, Ostermeier M. POPULATION AGEING: Alternative measures of dependency and implications for the future of work. [Online]. [cited 2023 January 5. Available from: <https://www.ilo.org/legacy/english/intserv/working-papers/wp005/index.html#ID0E16AG>.
2. Singapore Ministry of Health. PROMOTING OVERALL HEALTHIER LIVING WHILE TARGETING SPECIFIC SUB-POPULATIONS. [Online]; 2022 [cited 2023 January 5. Available from: <https://www.moh.gov.sg/news-highlights/details/promoting-overall-healthier-living-while-targeting-specific-sub-populations>.
3. Agency for Healthcare Research and Quality. AHRQ Safety Program for Long-Term Care: HALS/CAUTI; Module 5: Resident and Family Engagement: Facilitator Notes. [Online]; 2017 [cited 2023 January 5. Available from: <https://www.ahrq.gov/hai/quality/tools/cauti-ltc/modules/implementation/long-term-modules/module5/mod5-facguide.html>.

ascom

Ascom UK Ltd.

Wall Island, Birmingham Road,
Lichfield,
Staffordshire, WS14 0QP
Phone: +44 (0)121 353 6151
uk.info@ascom.com
www.ascom.com/uk

About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions—anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilisation solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.