

Future of Staffing & Resident Care

Think with your end goals in mind.

What are the outcomes you want to achieve, what are the challenges you have and what are the *actual* resources you need to get there.

Does This Look Like Your Organization?

Needed Outcomes

Better Resident Care
Higher Job Satisfaction/Retention
Improved Efficiency

Existing Challenges

Budget Restraints
Reduced Staffing
Training/Educating Staff

Resources Needed

Reliable, purpose built devices designed for 24/7 use
Integrated hardware and software that works seamlessly
Simple, useful tech so staff don't create work arounds

Pain Points

While budgetary restraints is the most commonly given reason for not updating outdated technology, it is not the only reason that many organizations choose to put off further investment. Many providers also state these top pain points for implementing technology:

1. Consistency in technology adoption
2. Frictionless scalability
3. Dealing with the implications of local infrastructure
4. Balancing tech priorities with resident and staff needs
5. Training new staff members
6. Caregiver workload
7. Getting all decision-makers invested in the technology selection process

The right mix of complementary hardware and software to the existing systems to automate mundane tasks, improve communication and provide actionable reports can eliminate many if not all of these issues. Combining e-call, wander management and fall management oversight flattens learning curves and makes it easier for staff to utilize technology to support their day-to-day functions.

Obstacles

Influencers within organizations like finance, IT and others often create barriers for implementing new technology based on incorrect assumptions, resistance to change or poor data.

- Staff or IT to dictate the technology instead of choosing the best option
- Not accounting for the true costs of ownership of cheaper, consumer grade products
- Not investing in the right hardware and software for the your needs leading to work arounds and poor adoption



Research Shows

The American Association of Colleges of Nursing (AACN) projects that by 2030, there may be a shortage of almost 1.5 million nurses. Projections soar to as many as 9 million people by 2030 across the spectrum of care services provided by aging services.

The average nursing home turns over more than half of its staff every single year, according to the Long-Term Care Community Coalition.

- Providers are anticipating continued staffing pressures and a changing regulatory environment in the year ahead increasing the need for technology to fill the gaps.

Action Plan

"There are several manual workflows that can and should be automated for both administrative and caregiver staff. I don't see the staffing shortage changing anytime soon and providers need all staff working at the top of their license," states Liz Cramer from SNF News.



Staffing

Retaining and attracting top talent is higher in organizations that have the best resources and tools to allow them to do their jobs.



Residents

Residents (and their families) are expecting a more concierge like experience and with that better technology to keep them connected.

Solution Process

Take a look at your current processes, get feedback from the end users of the technology, like your frontline staff and residents as to what they like about the current systems and what they want to change. Getting buy-in early in the process will help ensure adoption of the final technology. Once you have an overview of where you want to go, begin researching. Many organizations, like Ideacom Mid-America, provide free initial consultation services to discuss your priorities, the best options available and financing options to help your organization budget for the short term and long term needs.



1

Consult

Take time to consult both your internal stakeholders and a technology solutions provider to get a roadmap of where you want to go

2

Evaluate

Request demonstrations of the different options your considering, make sure they will integrate with existing systems and get buy-in from end users

3

Implement

If implementing more than one solution, try to do it in stages, allowing staff, management and residents time to adjust and receive proper training.

Future Proofing

Nurse call is a solid and necessary investment for all healthcare organizations and often one not updated for more than decade. But as new complementary software and hardware options become available, that initial investment can be extended for much longer, keeping your organization competitive while attracting and retaining staff and residents.

Hardware

Adding new complementary hardware components to solid existing systems adds years of useful life to older technology

Software

Adding software to integrate hardware extends the useful life of both through simple updates and addition of new features



"Skilled nursing providers will have to adopt technology if they want to survive. Technology adds capabilities, helps to reduce expenses and brings a lot to the table, not only for providers but for the patients and residents receiving care."

LIZ CRAMER

Chief Post-Acute & Senior Care Strategist SNF News