

Case Study



PEACEVILLAGE

Categories

- Wireless
- Structured Cabling
- Emergency Nurse Call System

Organization Name

Peace Village (Palos Park, IL)

Major Contributor

Roger Ellens

Chief Financial Officer

Organization Type

- Independent Living
- Assisted Living
- Memory support

Other Partners

- Hewlett Packard Enterprise
- Aruba Networks
- Corning
- Status Solutions

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Time for Change: Implementing both a New and Improved Wireless and Nurse Call System

Organization Description

A continuation of the faith based outreach of Peace Memorial Church, Peace Village has been serving seniors in the greater Chicagoland area, including Palos Park, Orland Park and Tinley Park area for over 30 years. Peace Village is committed to excellence and delivering the highest quality of life possible for their residents, the entire staff of Peace Village is committed to setting the best example of ethical practice and maintaining the highest standards of health and well-being in the community. They want their residents' experience at Peace Village to be among the best of their lives.



Project Description

Peace Village came to ProviNET Solutions with hopes of expanding wireless coverage throughout its campus. The organization's main objective was to increase wireless strength inside each of the buildings, allowing residents and staff to stay connected anywhere on the campus. This endeavor required a lot of structured cabling to be installed throughout those buildings to provide connectivity for the access points. While developing the networking diagrams, ProviNET discovered that Peace Village's IDF inside the main building and IDF closets all other buildings didn't have the capacity that was needed to complete the project. Upgrading the closets with the right equipment became the top priority. After that, cabling, wireless access points, switchgears and other items could be installed.

In addition to the increased wireless coverage, Peace Village decided that this was the time to improve their nurse call system. The existing system didn't allow caregivers to see where residents were when calls for help went out for emergency assistance. ProviNET used that need to architect a new emergency call system from Status Solutions which not only replaced the existing nurse call functionality but also provided new capabilities for determining location in the event of mobile duress.

Solutions and Embodiments

The solutions involved was increased wireless throughout Peace Village campus and an upgraded nurse call system to improve resident's safety.

The entire scope of the project consisted of revamping Peace Village's network infrastructure which included the DF and IDF closets the DF got all new racks, PS power, switches, and the ISP demarcation point was moved to the DF. This newly revamped DF space also became the home and central location for the campus voice over IP phone system. Peace Village was also able to carve out dedicated space for IDF's in each of the buildings on its campus. These IDF's were outfitted with new racks, PS hardware and switching which were connected back to the DF with 10 B capable single-mode fiber optic cable. After some comprehensive design work, Aruba access points were installed throughout each building on the campus. The access points each connect back into a central controller to receive program and management instructions.

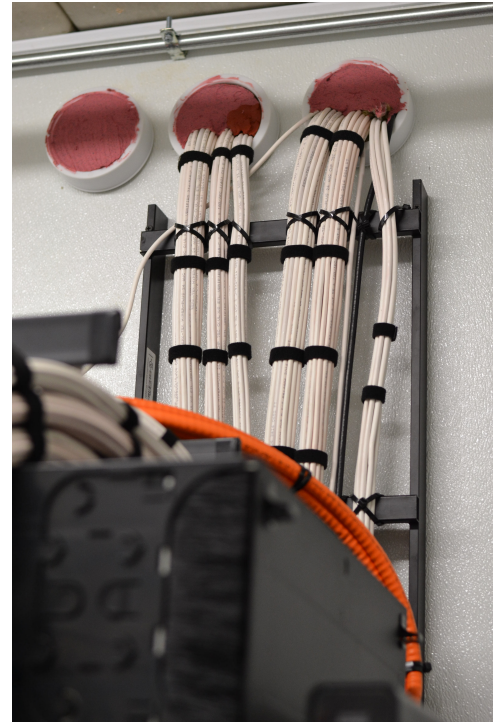
Once each building was connected and new access points were installed, ProviNET moved on to design and installation of the Status Solutions nurse call system. While in wireless in nature, the Status Solutions platform runs on a totally separate frequency of wireless than the Wi-Fi network. This lower frequency allows resident pendants, pull cords and dozens of other wireless alerting devices to connect to repeaters throughout the campus and generate alerts. The alerts go back to a central SA A Situational Awareness and response Assistant server which then has the means to broadcast an alert via pager, phone call, text message or e-mail. Status Solutions has a very innovative Status Positioning System SPS, which works similarly to PS. The device generating an alert is triangulated based off the nearest repeaters and algorithms on the SA A server determine the devices location.

"They've been in the Senior Living industry for a long time so they understood some of the things we were looking for."

Roger Ellens
Chief Information Officer

Business Model

Because of its rich history supporting senior living communities ProviNET Solutions' understood the non-profit constraints of Peace Village and was able to develop a cost-effective solution to implement the new wireless coverage and nurse call system. These new systems makeup a pretty significant technology overhaul so it was important for ProviNET to make sure it was giving Peace Village the best product for what they had budgeted for. Additionally, understanding that the operation of a senior living community can't just shut down for days or weeks at a time ProviNET needed to ensure that Peace Village's operation was very minimally impacted. Despite having a lot of wiring being installed, and electrical work done, a paramount goal was to make sure it wasn't interrupting the Peace Village resident's daily routines.



Advantages to the Approach

One of the main advantages to the approach that ProviNET Solutions took with Peace Village is giving them the opportunity to work with a single vendor. In many scenarios, organizations use various vendors for different projects which can lead to both confusion and frustration. ProviNET was not only able to help with improving Peace Village's wireless coverage but also was able to upgrade their outdated nurse call system, and do that in a strategic way where efficiencies can be gained during installation. Another advantage was working with partners to help keep costs down. Since this was a fairly large project partnering with Aruba to help provide the switching for wireless was quintessential in making sure budget constraints were met.



Lessons Learned

ProviNET Solutions was able to learn a great deal from working with Peace Village. There was a substantial amount of planning required to complete a project of this size successfully, and through that comprehensive effort, ProviNET also helped Peace Village prepare for any future technology expansions.

Outcomes

The new ubiquitous Wi-Fi network at Peace Village has changed the way that the staff work. Having the ability to connect to enterprise systems, data or e-mail anywhere on the campus has brought a whole new level of efficiency to the workflows and business processes that Peace Village has. Additionally, the residents are now able to use the expanded wireless coverage anywhere on the campus. There is a resident network SSID that is broadcast with a common network access control method, and it is simple and intuitive for residents to connect their personal devices.

The nurse call system increased resident safety. Beforehand, when an alarm would go off it was unable to place the resident's location. The new nurse call system now provides the Peace Village staff the exact location of the resident.



Advice to Share with Others

The project at Peace Village could not have been successful without a collaborative partnership. The finance, operations, facilities and care teams at Peace Village were all a part of the requirements discussions, the design phase, and the ultimate support of the go-live on these infrastructure systems. Having a clear set of requirements, objectives and desired outcomes allows technology professionals to architect, configure and install world-class systems to meet those objectives.

Having those requirements clearly defined allowed ProviNET to go through a strategic low-voltage planning effort to make this project successful, and it kept the cost of the project down for Peace Village too. It's important for senior living organizations to partner with experienced industry professionals who understand their business and can help them meet their objectives.