



LASTING
HOPE
RECOVERY CENTER

A Service of
Alegent Health
Bergan Mercy Medical Center

Overview

Client Profile

Behavioral healthcare facility in Omaha, Nebraska, providing inpatient services for people suffering from mental health and substance abuse issues.

Situation

The Lasting Hope Recovery Center was looking for a reliable and nonintrusive solution that could ensure a safe environment for patients and staff.

Solution

The Lasting Hope Recovery Center deployed the Intelligent InSites Visibility Platform™ – a wireless solution integrating emergency alerts, staff duress, security and access control, and mobile communication.

Benefits

- Increased level of patient and staff safety
- Instant and accurate alerting
- Heightened employee satisfaction
- Improved communication
- Reduced environmental noise
- Recruiting tool

 **IntelligentInSites**

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Dependable Real-Time Locating Solution Ensures Patient and Staff Safety at Behavioral Healthcare Facility

“It is critical that staff respond immediately when a call for help comes and that they know exactly where the person in distress is. No unnecessary guesses, no delays.”

Dr. Thomas Hickey, Executive Director for the Lasting Hope Recovery Center

Situation

Opened in 2008, the Lasting Hope Recovery Center is a place of healing and hope for those affected by mental illness and co-occurring substance abuse disorders. The 64-bed, public-private center is operated by the Alegent Health Bergan Mercy Medical Center and receives the critical funding for operations from the State of Nebraska. A core goal during the design of this new facility was creating a warm and healing environment, while ensuring patient and staff safety, and therefore allow personnel to better assist patients on their road to recovery. Having a method to automatically route requests for assistance to the appropriate staff in a reliable yet nonintrusive manner was critical. Lasting Hope decided to leverage the latest in technology to protect staff and patients from the risks that come from uncontrolled behavior and allow for immediate intervention. “In an environment like ours, it is not unusual for the personnel to confront patients or their visitors who, due to the substance abuse or emotional instability, are unable to control their behaviors and become dangerous to themselves or others,” explains Dr. Thomas Hickey, Executive Director at the Lasting Hope Recovery Center. “I’ve worked in other healthcare facilities where an overhead paging system was used as their staff duress system. That type of communication was very disruptive not only for the staff, but especially for the recovering patients. It was also ineffective at times because someone had to notice there was a problem to initiate the alert.”

Solution

The choice of the Intelligent InSites Visibility Platform™ was very straightforward as it delivered on all of the Lasting Hope’s patient and staff safety needs. The deployment of the wireless locating and alerting system was also an integral part of the Lasting Hope Recovery Center’s risk management plan, which enforced specific processes and procedures to remain in place to ensure a safe environment.

“The InSites solution is far superior to an overhead paging system. It gives us a very discrete, very specific, and instant way of getting help to staff and patients in the event of an emergency situation. This prevents injuries, and makes a difference to our patients in their journey to recovery.”

Dr. Thomas Hickey, Executive Director for the Lasting Hope Recovery Center, Omaha, Nebraska

About Intelligent InSites

Intelligent InSites is the market and technology leader in providing enterprise visibility solutions for healthcare. The InSites Enterprise Visibility Platform™ provides caregivers with a single system capable of locating in real time patients, staff, and equipment, resulting in improved communication, wander prevention, asset management, and inventory management. The InSites Platform enables our clients to make profound improvements in patient and staff safety, patient satisfaction, and streamlines processes to achieve operational excellence.

Intelligent InSites

For more information about Intelligent InSites, call **866-520-9113** or visit the website at **www.IntelligentInSites.com**

The solution combines leading location-sensing devices and web-based software to deliver the highest level of safety to staff and patients. It provides significant improvements over the noisy and obstructive overhead paging systems of the past and proves its effectiveness as a staff duress system. Now, if staff members feel they are in a dangerous situation, they simply push a button on their lapel, which sends an immediate message with their exact location. The system, which includes configurable rules, sends the alert to those that require notification, and, if necessary, automatically escalates the alert until help is delivered. This way only those that need to know about the issue are being informed, allowing unaffected patients and staff to continue their daily routines without any interruptions, and maintaining a calmer environment. In addition to staff and patient safety, the InSites solution can be utilized for a variety of other purposes as well, including staff communication, asset and inventory management, reporting and analytics, or task coordination and documentation. The system can be integrated with the existing clinical software, enabling staff to immediately access a patient's information or history through a web browser or mobile devices.

Benefits

The primary benefit the Lasting Hope Recovery Center experienced while using the Intelligent InSites platform is a confidence that the safety mechanisms are in place if any critical situation occurs. “The InSites solution provides the best method for healthcare providers to quickly and effectively respond to alerts which ensures safety of our staff and patients. Our staff feels more secure as they care for patients, because they know that if they need help, staff responders will be notified immediately,” explains Dr. Hickey. According to Dr. Hickey, the InSites solution is also an indispensable recruiting tool, as it helps to attest how serious the management of the Lasting Hope Recovery Center is about personnel's safety. “Our staff appreciates that we provide a work environment in which they can do their job in a safe manner. That gives newly hired employees who otherwise would be a little bit anxious, a comfort level they need,” adds Dr. Hickey. Additionally, thanks to this advanced system, the facility was able to avoid the noise and obtrusiveness that often comes with other duress systems. The InSites solution allows Lasting Hope Recovery Center to create a safe and caring environment, reaching a key goal of their patients, their families, staff, and donors. “We cannot even imagine operating without a real-time location system,” points out Dr. Hickey. “The benefits of the InSites solution are enormous and it is definitely a great investment,” Dr. Hickey concluded.