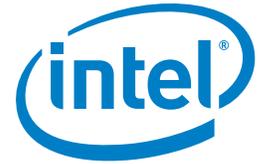


CASE STUDY

Intel® Core™ i5 vPro™ Processor
Intel® Xeon® Processor
Kristus Darz Latvian Home
SYGNET Systems Inc.



Kristus Darz Retires Paper

SYGNET and Intel bring electronic patient records to residents' bedsides



“Some businesses can be shy about spending money on technology, but this is a non-profit organization that is finding ways to spend a reasonable amount of money on technology to get real benefits in terms of accountability, a reduction in staff hours and more accurate record keeping.”

CHALLENGE

▪ **A move into increasing electronic patient records** challenged Kristus Darz Retirement Home*, whose rural location and unreliable wireless connectivity limited its ability to leverage online tools from all corners of the facility.

SOLUTION

▪ **Secure Wireless Delivers Mobility:** Managed service provider, SYGNET Systems*, implemented a comprehensive wireless network that opened up the home's ability to deliver bedside electronic documentation of patient care on cart-mounted HP Elitebooks* powered by Intel® Core™ i5 vPro™ processors.

IMPACT

▪ **Personal care staff** enter resident care data immediately on Intel Core i5 vPro™ processor-based HP Elitebooks*, eliminating transcription of handwritten notes, while improving accuracy of ministry reporting that drives the home's funding.

▪ **With Intel® vPro™ technology**, SYGNET Systems resolves IT issues remotely saving hours of costly commuting time while reducing downtime.

Kristus Darz Latvian Home in Woodbridge, Ontario, is a long-term care home providing 24 hour nursing care to 100 residents. With an industry move towards electronic patient records (EMR), unreliable wireless access was hampering Kristus Darz's ability to more fully leverage its investment in its EMR software, PointClickCare*.

“Although we're close to Toronto, we're a rural home which has its unique challenges,” says Executive Director, Lauma Stikuts. A board member introduced Stikuts to SYGNET Systems to help address IT challenges.

“We are required to document all the care provided to a resident. We would do it on paper, but then someone would have to transpose and chart it,” recalls Stikuts. “We looked at what other homes were doing with technology, but we are built like a bunker so wireless signals weren't getting through, which limited our options.”

SYGNET installed a Ruckus* wireless network to provide reliable blanket wireless coverage throughout the home, and implemented new hardware technology powered by Intel® to facilitate the utilise point of care documentation at resident's bedside, extending use of its EMR software.

“We standardize on Intel because we know it runs well,” says SYGNET President, Cameron Gracie. “For business, compatibility is an issue, and issues cost businesses in terms of downtime and repairs. Intel is the standard and HP has such a strong portfolio of products; we're looking for stability and Intel with HP gives us that.”

COWS document care

In the past, personal care workers would provide care to residents, sit down later to write out what care was provided by hand, and then someone else would enter the records into PointClickCare.



“(Kristus Darz) is about an hour drive, when there’s no traffic. If they have a hardware failure, (SYGNET) can see it and get the parts ordered in less time than it would take to drive out and trouble shoot the issue in person.”

“We’ve had PointClickCare for at least 15 years but we weren’t using it to its full potential, and we wanted to expand its use to personal care workers,” says Stikuts. In 2010, the home purchased COWs (or “computers on wheels,” which are cart-mounted HP Elitebooks* powered by Intel® Core™ i5 560M processors with vPro Technology). Personal care workers could now call up a resident’s file from anywhere and immediately enter details of the care provided.

Gracie chose cart-mounted laptops rather than tablets or other devices to provide more rugged hardware that is more secure from theft. “The HP Elitebooks* with Intel Core i5 vPro processors provide the best user experience,” he says, adding the speed improvement is “like night and day” over previous generations of processors, at a cost that is affordable for clients like Kristus Darz.

“Kristus Darz is in the midst of a technology renaissance in its field,” notes Gracie. “Some businesses can be shy about spending money on technology, but this is a non-profit organization that is finding ways to spend a reasonable amount of money on technology to get real benefits in terms of accountability, a reduction in staff hours and more accurate record keeping.”

Stikuts adds COWs have been great for morale. “Providing tools to help reduce workload for staff is important and helps with retention in a tough industry,” she says. “I know one home that was able to reduce staff by one full time equivalent by using point of care documentation. You’re not only saving time but you’re also reducing potential errors. If you are writing something down, handing it to someone else to input, it is more likely to have errors.”

Internal audits are already showing faster and accurate documentation, reducing staff time needed to enter records. “The more accurate our documentation is, the more accurate our funding will be,”

she explains, adding that an internal assessment is showing an increase in the care mix index of approximately 4 points, which if sustained, could result in increased funding in the future.

“Everything about a resident’s care is now entered on the spot so we’re sure we’re capturing everything. Since we are benchmarked against other homes in Ontario, accuracy helps to ensure our scores, and ultimately funding, are consistent with the level and type of care being provided.”

Increasing the use of technology hasn’t eliminated personalized care, notes Stikuts. Kristus Darz customized PointClickCare to ensure it captures the individualized needs of each of its residents. “The plan of care is customized for each resident so now anyone caring for that resident knows what they need and you can’t make mistakes in the care.”

An added benefit to the wireless connection has been guest access. “Guests can spend the afternoon showing their grandma recent family pictures right there in the bedroom because we had WIFI access,” adds Stikuts.

Intel vPro technology aids remote support

With Kristus Darz located in a more rural area, having options for technical support is critical. Gracie says Intel vPro technology is vital for rapid issue resolution. SYGNET depend on Intel vPro technology to troubleshoot issues remotely when a PC can’t get online or is powered off.

Kristus Darz relies on Intel Core i5 vPro processor-based laptops. “Since those laptops are used to deliver care to residents, any problems need to be addressed quickly,” explains Gracie. “The home is about an hour drive, when there’s no traffic. If they have a hardware failure, we can see it and get the parts ordered in less time than it would take to drive out and trouble shoot the issue in person. If a driver is disabled, we can instantly re-

enable it, eliminating up to two hours of commuting time it would have taken to resolve a simple fix. It also keeps our technical people off the road, which is unproductive time.”

Remote Connections Made Possible

When SYGNET installed an HP* ML110 G6 server with Intel® Xeon® X3430 processors in 2011, administrative staff gained remote access, allowing greater flexibility to continue working remotely. During an illness outbreak, it would be important to limit the number of people coming in and out of the facility.

“If administration staff are ill, or if there’s a disaster, bad weather or an outbreak, we can now work remotely which is important for emergency preparedness. I have access to information at all times,” says Stikuts.

“This solution gives staff a little more flexibility so they don’t have to be chained to desk between nine and five,” adds Gracie. “They can go home, login to the remote web workspace, enter their credentials, and access what they need from the office. It works great.”

Technology Opens New Possibilities

With COWs throughout the facility, staff are able to access online courses including occupational health and safety training. Stikuts is alerted when someone complete training so she can track who is up to date.

Implementing new technologies has also improved resident care, provided staff with tools to ease work load and builds a foundation on which to continue implementing new technology. Kristus Darz is looking to continue to expand use of PointClickCare to provide remote physician access and electronic ordering of medicine from the pharmacy, implementing a call-bell system to alert staff if a patient needs help, and even managing door access security. With reliable networks powered by Intel, all these things are now possible.

“We are very proud of what we’ve accomplished,” says Stikuts. “We’re a smaller home and sometimes don’t have all the bells and whistles of larger homes but with what we’ve done, we’re not only keeping up, we’re innovating and I think we’re ahead of some of our peers.”

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ABOUT KRISTUS DARZ LATVIAN HOME

Kristus Darz Latvian Home is a not-for-profit, charitable 100 bed long-term care home in Woodbridge, Ontario, providing Latvian seniors with an environment that understands their heritage and provides activities and food inspired by their Latvian culture.

www.kdlatvianhome.com

ABOUT SYGNET SYSTEMS INC.

SYGNET Systems is a managed service provider in Toronto, Ontario providing small to medium sized businesses and non-profit organizations with proactive IT support that focuses on delivering targeted solutions to meet specific business challenges.

www.sygnnet.ca

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