



CASE STUDY

How Residential Gardens (RG) optimized the productivity of staff and transformed the quality of resident care with Napier RPM

About Client

Client : Residential Gardens (RG) for Spanish Speaking Frail Aged

Location : Australia

Segment : Nursing Home



Residential Gardens
for
Spanish Speaking
Frail Aged Limited

ABOUT RESIDENTIAL GARDENS (RG)

Residential Gardens (RG) for Spanish Speaking Frail Aged opened in 1993 and is the only Spanish speaking residential aged care facility in Australia providing a superior level of hospitality, accommodation and services to its residents. It aims to continually provide high quality healthcare.

CHALLENGES FACED BY RG

Residential Gardens sought to increase efficiency, the productivity of its management and staff and the quality of resident care. Specifically, they were looking for ways to automate administrative tasks that were previously done manually by its staff. These include:

- The entry and update of resident health data as and when collected
- Transferring real time resident health data to care provider for quicker action
- Scheduling of the monitoring activities of each resident based on his/her set of conditions
- Keeping track of activity, vital signs, weight and making it available for clinician & caregiver review
- Identification and facilitation of immediate intervention for residents in need
- Creating and following up on treatment plan for each resident based on his/her condition
- Facilitation of patient - provider interactions
- Reminders and alerts for on-duty staff to administer scheduled tests

PROBLEM IDENTIFICATION

RG's previous process had many manual workflows and data entry mechanisms with no automated interventions. This increased the probability of errors and had an impact on the operational efficiency of the institution. Napier met with the leadership at RG to understand their care environment and goals for the elderly patient population. Drawing from its broad research, expertise and experience in Singapore, Napier's team provided an evidence-based strategy for automating vital signs, monitoring and scheduling on a system that increases operational efficiency. The plan became the foundation for guiding RG through the assessment and selection of a remote patient monitoring solution. Key factors in the selection process included choosing the right technology and service options for supporting an ideal care coordination workflow.



IMPLEMENTATION

Residential Gardens started implementation of the Napier Remote Patient Monitoring (RPM) system in the second half of 2016 in two phases ending in June 2017.

The medical devices used by caregivers at Residential Gardens included BP monitors, glucometers, weighing scales, pulse oximeters and urine analysers—all of which were connected wirelessly via an IoT (Internet-of-Things) gateway. The data from these devices are automatically routed onto the cloud-based Napier RPM solution. This ensures round-the-clock access to the vital signs of residents and enables caregivers, administrators and other authorized personnel to actively monitor and perform quick interventions when needed.

After implementation, RG was able to enhance the quality of care they delivered and their response times. The application helped improve the security and confidentiality of patient information and at the same time gave authorised personnel greater accessibility to required patient data. The solution is now an essential tool helping RG manage effectively major chronic conditions—such as diabetes, hypertension and COPD – afflicting a number of its residents.



SOLUTION DETAILS

The following were implemented and installed for Residential Gardens.



Software: Napier RPM

Hosting: Cloud Based

Medical & Monitoring Devices:

- IOT Devices
- Biometric Fingerprint Scanners
- Blood Pressure Monitor
- Glucometer Pulse
- Oximeter
- Urine Analysers
- Standing/Seated Weighing Scales
- Weighing Scale



BUSINESS IMPACT

“We will be pioneers with this system, we can continue to ensure that our staff deliver the most appropriate clinical care to each resident at any point in time. It also serves to speed up our service improvement efforts, which are focused on increasing care quality and reducing health risks due to ageing.”

- Marta Terracciano, CEO, Residential Gardens

Having RPM in place raised the overall quality of care provided at Residential Gardens. Staff no longer have to spend their time on data entry and other low-value activity, but instead are free to focus on giving residents the highest level of care they deserve. RPM has delivered:-

- Greater operational efficiency by streamlining workflows
- Higher staff productivity by automating vitals monitoring, task scheduling, reminders and alerts
- Better monitoring of residents' health using evidence-based care plans
- Lower risk of errors in resident care and medication administration

From a broader perspective, these all translate to better care for residents and better business growth for the institution.