

Prioritizing Safety & Communication in Healthcare Settings

Background and Challenges

Signature Health, which operates two assisted living facilities, Signature Lifestyles in Rogersville, TN, and another in Jefferson City, TN, needed a modern safety and communications solution for residents, visitors, and staff.

Facility leadership sought a comprehensive solution that would:

- Communicate directly with residents in their rooms when a call is initiated.
- Operate the paging system while on the floor.
- Improve staff communication.
- Answer and route calls when the front desk is unmanned.
- Communicate with visitors at the front door after hours.



Signature Lifestyles | Rogersville, TN



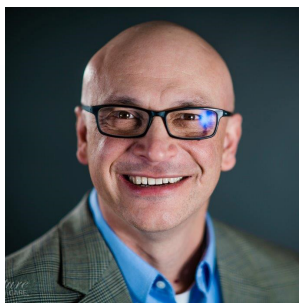
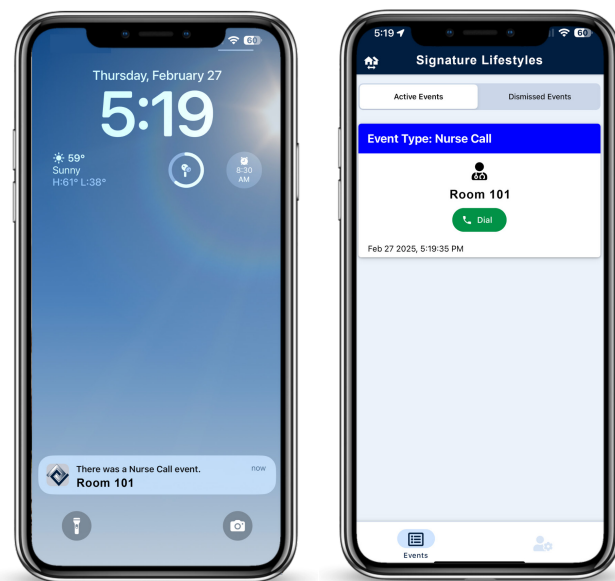
“neXus... the technology SWC presented to us... is excellent. It is exactly what we wanted, and we have the capability to do everything we were hoping to do at our facility.”

Tony Greenwell, CFO, Signature Lifestyles & Silver Angels

Solution

SWC conducted a thorough analysis of Signature Lifestyles' needs and introduced neXus, a powerful yet user-friendly communication platform. neXus seamlessly integrated with the facility's existing nurse call system, avoiding costly infrastructure upgrades. The platform provided an all-in-one solution, enabling staff to manage communications efficiently while on the move.

To maximize functionality, Signature Lifestyles equipped staff with mobile devices running the neXus app alongside their local landline provider's app. This setup streamlined call management, inter-staff communication, and direct responses to resident needs.



“When clients come to assisted living, they want safety and security. We take it for granted, but it’s a main factor in where they choose to go.”

Steve Fleming, CEO, Signature Lifestyles & Silver Angels

Results and Impact

By enabling direct communication when a call button is pressed, neXus allows nurses to quickly assess residents' needs, respond promptly, and reduce unnecessary trips, significantly improving overall response times.

Executive Director Christina Curtsinger highlighted the efficiency gains for staff. “It has been very helpful for our staff to have the ability to immediately get ahold of another staff member or answer the phone while they are out on the floor. We haven’t had any issues. Our employees are confident in being able to take care of the residents, and that’s thanks to the neXus software.”

The implementation of SWC’s neXus platform at Signature Lifestyles has transformed communication within the assisted living facilities, enhancing efficiency, staff responsiveness, and overall resident care. The ability of neXus to integrate with existing investments, along with its reliable performance, has positioned Signature Lifestyles to continue delivering high-quality care with confidence.

