



PalMobile's 2 Minute Difference

Reducing Response Times for Senior Residents

As the population of seniors in the United States continues to grow, senior living communities are tasked with ensuring timely response and care for their residents. PalCare has proven that the adoption of its mobile alert app does just that. Senior Living communities that use PalMobile respond to emergency alerts 20% faster* than those who use old school alert methods, such as pagers and radios.

20% Faster Call Response Time

with PalMobile on average

Caregiver Response times to a resident's call for assistance are an important aspect of the quality of care that senior living communities provide. When residents have a need or issue, they want to know that it will be addressed quickly and efficiently. If response times are too long, it can lead to frustration, potential health risks and even fatality in severe cases.

One way that senior living communities are addressing this issue is through the adoption of PalMobile, PalCare's cutting-edge nurse call mobile app technology. The app increases staff efficiencies and reduces response times by providing a streamlined process for receiving, accepting and responding to resident alerts.



The Mobile Alerting Process



ALERT

Resident needs assistance or help.



ACCEPT

Caregiver accepts alert & is immediately enroute



CLEAR

Arrives, administers care, and clears alert



FINISH

Caregiver completes care and is leaves resident

12% of care in non-PalMobile communities took over 20 minutes to complete compared to PalMobile communities with less than 8%.

When analyzing response times between 375 communities*, findings show that PalMobile communities responded 2 minutes (20%) faster* than those without. Quicker response times not only increase the satisfaction of residents and family members, but can also help to prevent more serious health risks. By PalMobile communities responding to resident alerts an average of 2 minutes faster than

Non-PalMobile communities, there is less time for escalation of symptoms and complications; allowing for more efficient and effective time spent with residents. This is evident through the findings that of communities* analyzed, 12% of care in non-PalMobile communities took over 20 minutes to complete compared to PalMobile communities with less than 8%.

*Data from 10/1/2022 - 11/30/22, captured through PalAnalytics. Customers with >10 alarms during period, pendant & pull-cord data only

With a mission to push technology forward in senior healthcare, PalCare continues to evolve its product offerings through strategic integrations. In partnership with Zello, PalMobile now offers breakthrough voice-to-voice communication within the app. This new walkie talkie communication technology helps caregivers triage emergency alerts more efficiently, thus leading to further reduction of response times.

Along with residents, caregivers are also reaping the benefits from these technological advancements in the workplace. By integrating PalMobile into everyday practices, caregivers are able to increase their own productivity and level of care and be more efficient and effective with the care they deliver to their residents. Moreover; PalMobile streamlines daily tasks by reducing the number of devices needed on-hand, allowing caregivers to communicate more effectively between their peers and residents. When communities give caregivers the proper tools to succeed, the quality of life at work improves and therefore staff turnover is reduced.

“ Having such an intuitive, easy to use app with great features has made responding to resident calls quick and efficient for our staff. ”

Garrett Haner, Executive Director
Ada's Lodges & Annette's Lodges

The adoption of technology in senior living communities can improve response times and care for residents. PalCare optimizes operations in one comprehensive platform to address the challenges that come with serving senior residents. Through its mobile app and comprehensive analytics dashboard, PalCare continues to be a trusted provider of over 1,200 communities nation-wide.

Using PalMobile?	Communities	Total Alarms	Avg. Response	Alarms > 20min
No	252	393,385	9 min	12%
Yes	123	356,305	7.3 min	7.6%

“ PalCare has been an amazing company to work with! They have representatives who develop professional relationships, allowing them to provide the best possible service with known knowledge of our individual needs. They provide resources and equipment in a much shorter time frame than all other companies. Our residents are safer due to their commitment! ”

Renee Brooks, Regional VP of Operations, ISL

2 minutes may seem like a short amount of time, but when responding to the health, safety and well-being of residents – it can be the difference between life-saving care and fatal complications.

To learn more about PalCare or schedule a free demo, visit our website palcare.com.

About PalCare

PalCare provides emergency alert solutions to the senior living industry. From alert through resolution, the PalCare platform empowers caregivers to deliver the most effective care possible when residents need it most. The system directly supports the most reliable emergency call systems, customized reporting tools and easy-to-use staff communication tools. PalCare is trusted by over 100,000 residents nationwide – reducing risk, improving outcomes and allowing for an overall better senior living experience.

