

# Cabanda Care achieves significant clinical outcomes with quite environment

Rauland Australia's intuitive nurse call and clinical workflow system improves response time and reduces alarm noise at Cabanda Care.



The introduction of a quiet environment achieved a significant reduction in nurse call response time.

↓ 31%

Reduction in average nurse call response time

↓ 82%

Reduction in alarm noise

## Cabanda Aged Care



Cabanda provides the full spectrum of care for up to 150 frail aged and younger disabled people with a 52-unit Residential Village comprising 42 Independent Living Units and 10 Long Term Rental Units, as well as Permanent Residential Care, Centre Based Respite, Dementia Unit and Social Support Group.

# ↓ 16 hours

Alarm noise reduction per day

## The Challenge

Staff at Cabanda Care had identified several improvements they wanted to achieve to further enhance resident care outcomes. Cabanda was focused on reducing alarm noise and associated alarm fatigue that was being experienced by staff, improving staff response times to resident calls and creating a peaceful living environment by reducing alarm noise experienced by residents and their families.

## The Solution

Cabanda Care implemented Rauland's Responder nurse call and clinical workflow system to achieve a quiet environment. Mobile devices were provided to the care team, the noisy annunciators were silenced and tailored nurse call workflows were implemented to ensure carers received event information just for the residents in their care.

## Clinical Outcomes

A before and after study was conducted and on average there were 271 audible alarms per day. The total alarm noise impacting on residents and the care staff was 20.3 hours a day and was reduced to 3.7 hours after implementation. There was a 31 per cent reduction in the time it took to respond to resident calls, ensuring residents were attended to faster.

Anecdotally, staff report that it is easier to locate each other with the mobile devices releasing more time to care for residents.



Improved staff experience



Reduction in alarm fatigue



Improved patient experience



Staff reported that it is easier to locate each other with the mobile devices releasing more time to care for residents.



An 82% reduction in alarm noise from 20.3 hours a day to 3.7 hours a day has significantly reduced the risk of alarm fatigue amongst staff.



The quiet environment has created a more peaceful environment for residents and their families. Resident calls are also being attended to 31% faster.

## About Rauland Australia

With a dedicated team of over 215 employees across six locations, we are a care technology company that has been innovating healthcare for more than 30 years. Our Concentric Care platform delivers reliable and smart communication and workflow solutions to more than 475 healthcare organisations throughout Australia and New Zealand. Every platform is built to meet the needs and complexity of each aged facility, with an unwavering focus on achieving high-quality care outcomes and excellent resident and carer experiences.