

## Nurse-call systems

### Snapshot

**Average price per resident room:**  
Varies from about \$500 to \$2,000

#### Pricing Trends

2013-2014: Flat to +3%

2014-2015: +3%

2015-2016: +2% to +3%

**Typical delivery time:** 1 to 2 weeks

**Typical delivery charges:** Wide variation; inquire so there are no surprises

**Average life span of product:** 8 to 14 years

**Installation:** Systems vary in complexity so certified installers are often needed; costs will vary accordingly

**Average maintenance cost per year:** Parts durability and replacement costs are just one part of this cost center: Inquire about software upgrades and maintenance, which can hit hard.

*(Figures cited are averages of all respondents' answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)*

*Sources: Austco, Jeron, Philips Lifeline, ProtectAlert, RF Technologies, Stanley Healthcare Solutions, Status Solutions*



Photo: RF Technologies

#### FROM THE FRONT LINES:

“Look for how a system can work in your regular work flow. For example, if it’s not answered in five minutes, does it page a supervisor? Does it have that escalation path? Reporting capabilities are also huge. When something happens, do you know it by the person’s name and not just ‘Room 304’? And another big piece is integration with other systems.”

Nadim Abi-Antoun, Chief Operating Officer, Presbyterian Homes, Evanston, IL

### Buyer Notes

- Include a lot of different team members in the decision-making process so you get full perspective on this critical system. Everyone from director of nursing to maintenance director, and up and down the ladder, should participate.
- You definitely want a system that can be integrated with other safety systems. Does it combine with PERS and wander management systems? How about smoke detectors?
- “Everyone knows hard drives crash,” is a terse reminder from one industry veteran. The solution? Make sure you have sufficient back-up systems.
- Inquire diligently about technical support that will be available. You might never need it immediately, but if you do ... you do — and you want to know it will be quick and reliable.

**For a list of vendors go to the:**  
**SAFETY & SECURITY section, pages 165-167**