

## Samarinda Lodge improves resident care and increases staff productivity with help from IBM Global Technology Services.

Overview
<p><b>Samarinda Lodge</b> Ashburton, Victoria, Australia www.agedcareonline.com.au</p>
<p><b>Industry</b></p> <ul style="list-style-type: none"> <li>Healthcare</li> </ul>
<p><b>Services</b></p> <ul style="list-style-type: none"> <li>IBM Global Technology Services</li> </ul>



*“The new communications solution has literally transformed our operations. Our staff wonders how we used to function without it, and our residents are absolutely thrilled.”*

— Tanya Connor, CEO, Samarinda Lodge

**Samarinda Lodge is a not-for-profit residential aged-care facility located in Ashburton, Australia. The organization offers 24x7 care for its residents, and the facility is staffed by Division 1 and Division 2 registered nurses, as well as personal care attendants.**

### Challenge

Samarinda Lodge is a not-for-profit residential aged-care facility in Australia. With only one caregiver per six residents, the facility needs its staff members to be able to communicate effectively with residents and with one another to ensure that each resident receives the highest quality care. However, the facility’s existing communication system—cumbersome walkie-talkies sometimes combined with pagers and cell phones—did not allow residents to contact all staff members or allow staff members to contact one another quickly and easily. Samarinda Lodge needed a more effective communications solution to improve its responsiveness to its residents’ needs.

### Solution

Samarinda Lodge improved communication between staff and residents by working with IBM Global Technology Services to implement a hands-free, voice-based communications solution. Based on communication badges from IBM Business Partner Vocera Communications, the new solution enables staff members to easily call any resident’s room, any other staff member or the front desk from almost any location, while continuing to attend to the task at hand. In addition, residents can use the phones in their rooms to call any staff member.

### Benefits

- Improved the care provided to residents through greater responsiveness to their needs
- Reduced labor costs by 10 percent and helped attract and retain staff
- Won several awards for innovation in healthcare



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