

Nurse-call systems



Photo: Stanley Healthcare Solutions

Snapshot

Average price per resident room:
Varies from around \$500 to \$1,000

Pricing Trends

2007-2008: +2% to +3%

2008-2009: +3% to +5%

2010 projection: Flat to +3%

Typical delivery time: Varies, from overnight to about four weeks

Typical delivery charges: Often included in installed price. Ask before buying.

Average life span of product: 7 to 10 years typical

Installation: Many are 100% wireless, but more traditional systems require bulkier hardwiring and therefore, special help

Average maintenance cost per year: Approximately 10% of the overall system cost. Push buttons/cords most frequent expense; software updates the most costly.

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

Sources: Cord-Mate, Digital Designs, Direct Supply, Engineered Electronics, HomeFree, RF Technologies, Stanley Healthcare Solutions, Status Solutions

FROM THE FRONT LINES:

"Make sure to get local references and visit those facilities to see the systems in use. While you are there, ask the staff questions about the system."

Sean Mockbee, Executive Director, SLO Maryland Gardens, Phoenix

Buyer Notes

- Make sure you compare systems, but be careful about information overload. Features will blur if you compare 10 companies, for example. Choose just a handful; then narrow down before testing.
- Better technology and the addition of more options will generally keep pushing prices upward. Wireless units are seeing the biggest gains in popularity.
- It's important to bring staff members on board as early as possible in the system adoption process; it's also a good idea to involve staff as much as possible in shopping for these items.

**For a list of vendors go to the:
SAFETY & SECURITY section, pages 185-190**