

Nurse-call systems



Photo: Stanley Healthcare Solutions

Snapshot

Average price per resident room:
Varies from about \$350 to \$1,500

Pricing Trends

2011-2012: Flat to +1%
2012-2013: +2% to +3%
2013-2014: Flat to +3%

Typical delivery time: 1 to 2 weeks

Typical delivery charges: Ask upon purchase; can vary widely

Average life span of product: 10 to 15 years

Installation: A certified installer is often needed, but system complexity will dictate

Average maintenance cost per year: Software upgrades and maintenance fees can be significant. Check on parts durability and potential replacement costs.

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

Sources: CISCOR, Cornell, Crest Healthcare Supply, Extendicare, Home Technology Systems, Response Care, RF Technologies, SafetyCare Technologies, Stanley Healthcare Solutions, TekTone

FROM THE FRONT LINES:

"Make sure that any portable devices you get are not too expensive to repair or replace. They WILL get broken or lost, and then you can wind up paying a lot more."

Dale Lilburn, CEO, Plymouth Place Senior Living, LaGrange Park, IL

Buyer Notes

- Some vendors recommend trying to get as many things as possible on a single platform, such as nurse call, resident wandering, fire safety, etc. Then, alerts can be disseminated more easily.
- Find out what your local technical expertise will be, and whether it's available to you for repairs and service calls. "Remember: Everything is junk when it doesn't work," one vendor reminded.
- Cost of ownership is a very real concern: Batteries and more pagers are one cost, but you also have to consider software upgrades, software maintenance and licensing agreements fees.
- It is recommended your equipment have the ability to monitor both fast and slower falls, or movements. Some fall-detection devices have accelerometers that measure only fast falls.

**For a list of vendors go to the:
SAFETY & SECURITY section, pages 196-198**