

Photo: Skynet Healthcare



Personal emergency response systems

Snapshot

Pricing based on number of people to protect:

Projects are virtually all customized. Variances will exist due to product, vendor and service terms.

Average price per resident per year:

Systems have wide differences. Costs can range from about \$75 to ten times as much. Top end systems can be closer to \$2,000.

Typical delivery time: Several weeks

Typical delivery charges:

Sales package typically includes them.

Average life span of product:

Up to 15 years, but newer tech will influence

Power sources:

Battery, electric, internet

Installation:

Most likely will require a professional installer, especially as system complexity increases.

Average maintenance costs per year:

Battery replacements and corresponding labor expenses vary widely and can be a constant consideration. Occasional monitor loss may also occur.

Buyers Notes

- As with many devices like these, newer technology is liable to pop on the scene before hardware wears out. So make sure you know what you can expect from your vendor as time goes by. Who pays for software updates? How often?
- Keep in mind that if the batteries need frequent replacing (for whatever reason), that adds to staff work time (and often frustration). Therefore, talk to customer references privately about what they have experienced.
- All wearable technology is not the same. Make sure your residents try it out (for the look, comfort and operability), and your internal tech team does, too (for easy of use, efficacy, etc.).

“I strongly suggest involving key interdisciplinary stakeholders in the review and selection process. We include clinicians, the operations team, physical plant leads and, most importantly, our residents.”

— Sara Hamm, DNP, RN, Senior VP of Successful Aging & Health Services, Lifespace Communities, West Des Moines, IA

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

Sources: Direct Supply, J. Brasch Company, ProtectAlert, Sensara, Skynet Healthcare Technologies, STANLEY Healthcare Solutions, TekTone

For a list of vendors go to the: SAFETY & SECURITY section, pages 153-154