



## Vulnerability of healthcare facilities: Ascom meets security challenges while ensuring residents' comfort

**“We strive to offer quality support to all our residents,” says Clergue. “To do this, we must have communication solutions that improve our internal organizational ability to provide comfort and optimum security for everyone.”**

*The Jeanne-Pierrette Carnot residential long-term senior care facility strengthens the trust of residents' families.*

Located in Nolay in the Département de la Côte d'Or, the Jeanne-Pierrette Carnot public care facility has 89 beds. The organization is headed by Dominique Clergue.

**Vulnerable institution: the Ascom device is part of the global security effort**

The security obligations of health facilities includes societal requirements, not only with regard to terrorist threats, but to increased security risks in the healthcare sector as well. “As healthcare facilities are particularly vulnerable symbolic targets, taking part in the overall security effort is vital,” Clergue explains. “In 2018, we launched a call for tenders to improve our alarm system and strengthen the organization’s security with wanderer-control and anti-intrusion devices.”

The organization was looking for a central, easy-to-use tool. “The choice of the Ascom platform to oversee all these aspects was in line with our objective of improving the staff’s daily life and the residents’ care,” says facility Technical Manager Franck Atmeare. The application platform intelligently orchestrates feedback related to nurse calls, technical alerts, and wanderer-control or fall alerts intelligently. This data is then deployed in real time to the care staff on their professional mobile devices.

**“The aim of this system is to increase the healthcare staff’s responsiveness by optimizing information and reassuring the entire facility,” Atmeare explains. “It is an approach that reassures families.”**

### **Offer security and comfort to reassure families**

The Ascom solution facilitates responsiveness and day-to-day team coordination. The application platform intelligently manages technical alerts and nurse calls. Nurses receive real-time alarm notifications on their mobile devices. If the caregiver is not available, the system escalates to another caregiver. Everyone's work is optimized and the care management of each resident becomes more efficient.

Regarding the security dimension, the application platform also features an anti-intrusion component, known as an 'anti-terrorist alarm transmitter. Indeed, to meet the overall security effort of the Vigipirate plan, a device located at the Reception enables transmission of an alarm to all the facility’s telephones and quickly notifies the police. Every telephone in the facility is able to send such an alarm.

In addition, to ensure the safety of residents and the facility, Jeanne-Pierrette Carnot has set up an Ascom Wanderer Control Solution. The Ascom application platform enables individualized configuration according to the medallion wearer's profile, in order to control access to rooms and dangerous places such as stairs, elevators and doors, including the entrances and exits. “When a resident leaves the authorized perimeter, the teams are alerted ‘in clear’; that is to say, we know immediately who it is, which allows us to react quickly and help prevent potential dangers”, says Atmeare. “The medallion also has a fall alarm if needed.”

Finally, the Ascom platform records and archives all interactions and information flows. The supervisory staff can view them in real time on a screen and access call histories and statistics. This traceability reassures families about the responses to their loved ones's call and alerts.

"Minimizing risks and improving working conditions are critical to the peace-of-mind of families and to trusting relationships, concludes Clergue.

**"In brief, staff intervention in the event of a nurse call or wandering is now much faster, thanks to the real-time information management," explains Atmeare. The facility’s safety and comfort have clearly been improved."**

**Ascom Holding AG**  
Zugerstrasse 32,  
CH-6340 Baar,  
Switzerland  
info@ascom.com  
Phone: +41 41 544 78 00  
ascom.com

**ascom**