

Using Eversound Visitation System to Improve 2-Way Communication

The Problem

The onset of the COVID-19 pandemic caused Maplewood, like most senior living communities across the country, to rapidly close their communities to all outside visitors. The Maplewood team quickly adapted and helped residents and families stay connected through phone and virtual visits. The Maplewood team wanted to expand their visitation options to accommodate residents in memory care or those with hearing impairment by introducing safe in-person visits using Eversound when phone or virtual visits were less successful. Maplewood wanted to provide a way to allow all residents and their families to safely visit through windows, outdoor spaces and more.

The Solution

Maplewood worked with Eversound to adapt the Eversound group listening system to overcome physical distancing challenges. Maplewood used Eversound's Visitation Package which uses long range DECT technology to allow for clear two-way communication between residents and their family during window visits. The ease of use by residents, families and staff alike propelled a few Maplewood communities to pilot the Visitation Package during Mother's Day. Due to their tremendous success, Maplewood implemented the Visitation Package to all 15 communities to provide safe in person visits, health and wellbeing.

Overview

The impact of social isolation is well documented among older adults leading to adverse health consequences including depression, poor sleep quality, poor cardiovascular function, impaired executive function and accelerated cognitive decline. The risk of social isolation is increasing during the COVID-19 pandemic within senior living communities as families and residents are less able to visit. Eversound quickly adapted its group listening system to a two-way communications system that helps enhance the ability for residents and families to communicate with one another while safely distanced through partitions, windows or 6-foot gaps, both indoors and outdoors.



Results

- Maplewood conducted **5,700+** safe in-person visits from May-July 2020 with the Eversound system
- Improved quality of life of residents through quality interactions
- Boosted morale of community staff to see families and residents engaging so effortlessly

Learnings to Maximize Impact of the Eversound Visitation System

- Find one or two locations to host safe visits, outside as well as a contained area inside
- Put up flyers and communicate to families the availability of the Eversound system to assist with two-way communications
- Staff your visits with a "visit ambassador"
- Require scheduling visits and set reasonable time limits
- Train several staff members on the easy to use Eversound system

Testimonials

1. "It was great to finally be able to see and talk to Mom, live and in person. After a few minutes we quickly forgot that there was a window separating us!" Jackie, daughter of a Maplewood at Darien resident.
2. "COVID-19 has changed our world in profound ways and we have quickly adapted. Since being put into action the Eversound system has supported safe visits across all of our communities and it is improving the lives of residents and their loved ones each and every day." Brian Geyser, VP Clinical Innovation & Population Health

Contact us today to get your Community started with the Eversound Visitation Package