

CASE  
STUDY  
**2018**

Carlton Senior Living  
Concord, CA





**With life safety & security technology rapidly evolving, Concord, CA-based Carlton Senior Living is driving efforts in the areas of life safety innovation and standardized operations, with the goal of enhancing the experience of its residents—and their families. Carlton has selected RF Technologies (RFT), a leading provider of safety and security solutions for senior living and healthcare, as Vendor of Choice.**

With regard to its Downtown Pleasant Hills facility, where Carlton recently upgraded to RFT's QR Plus Wireless Nurse Call and Wander Management with Resident ID and perimeter security, Executive Director *Tracey Ingleman* says, "Coming in as a new executive director, with this project already underway, was somewhat intimidating.

RFT's team brought me up to speed and led me through each step of the project. They listened to my clinical and operational concerns and worked closely with Carlton's IT team to configure a system that is user-friendly, efficient and reliable. RFT's system provides a safe environment for the residents and is the tool that staff rely on to work most efficiently. I could not be more pleased and satisfied with RFT."

Particular attention is being paid to the upgrade and replacement of Carlton's older wired nurse call systems, with the intention of a company-wide move to wireless systems. Wireless nurse call systems offer many advantages

of over wired systems, including the option to integrate with other wireless-based technology throughout a facility (such as wireless smoke detectors, motion detectors, mobile devices, digital walkie talkies, etc.) leading to more timely alert escalation and response times—ultimately resulting in improved care. Standardization of systems across the organization will also help to streamline training and support, for significant operational efficiencies. According to Carlton's VP of Technology, *Tuan Nguyen*, a significant factor in the decision to work with RFT over other vendors is RFT's responsiveness and the level of detail provided prior to system implementation. Further, says Nguyen, "RFT provides the highest level of detail as to the scope of work in its initial proposal and system design, through to installation, implementation, and post-installation support. Their attention to detail is really what sets RFT apart from its competitors." Carlton utilizes RFT's Clinical Education offering, a fact Nguyen believes has contributed to a high degree of success in utilization of advanced

system features by staff. Carlton and RFT have been working together to ensure the safety and satisfaction of senior living residents for about five years. With RFT's advanced technology, Carlton residents — and their families — have peace of mind knowing calls are received promptly and location can be identified anywhere in the community, accurately and at extended ranges. RFT's CODE ALERT® software platform enables the seamless management of nurse call and wander management systems; in conjunction with celebrating its 30th year in business, RFT recently announced major CODE ALERT enhancements, including:

- **Streamlined interface** - Modern, intuitive design is easy to learn and fast to use; helps staff find what they need, when they need it.
- **Connectivity** - The user interface runs in a web browser from any Windows computer or iOS or Android mobile device connected to the facility's secured network.
- **Smartphone mode** - Requires no 'app' to run. Caregivers on the move respond to alerts directly on





their device, enabling on-the-go response coordination and easy event classification.

- **Fewer false alarms** - A resident's pendant can be classified as 'Offsite' while its wearer is away, without the need to disarm and reactivate upon their return; and, once back within range, the individual is immediately secure.
- **Soft Alarm Tones** - New softer alarm and alert tones help establish a calmer, more home-like environment.

Among the first to move to RFT's newest CODE ALERT platform during its recent system upgrade at Downtown Pleasant Hill, Carlton was the first customer to incorporate RFT's new Quality Dashboards Module, offered as an expansion option for CODE ALERT, which significantly expands the platform's reporting capabilities, critical to achieving and maintaining high care standards. Running on the same server as CODE ALERT software, the Quality Dashboards Module provides a set of tools to assist in analyzing trends, identifying patterns and understanding details of call system response times, resident needs, and staff shift performance. Quality Dashboards reporting capabilities include: Care Time Capture; Care Reason Capture; Staff Data Capture; Real Data Assessment.

These advancements, combined with leading-edge data analytics, further enhance staff efficiency and responsiveness. According to *Paul Larson*, RFT's Vice President of New Product Development & Engineering Services, "The trend in senior care communities is to look for a data-driven approach to improving the quality of care and services being provided—and an enhanced means of documenting those improvements. Carlton is able to use the continuously-updated Quality Dashboards, based on real data and trends, to both celebrate great performance and find opportunities to improve care."

Led by President *Dave Coluzzi*, Carlton offers families a wide choice of highly-respected programs at locations across northern California. The company currently operates 11 senior living communities, with plans to expand its portfolio to other areas, such as Santa Rosa and Vallejo. Some specifics on Carlton's development plans include:

- **Concord Community** – Conversion of an existing Carlton independent living community to assisted living.
- **San Leandro & Fremont Communities** – Addition of 'transitional units' with different care model to support transitioning

of residents from assisted living to memory care.

- **Santa Rosa** – Zoning approval recently received for building of approximately 134 units.
- **Vallejo** – Planning phase underway for acquisition of property and zoning approval to build additional 120 units.

With 30+ years of experience and numerous product firsts in senior living, RFT remains future-focused through ongoing technology advancements. Founder and Chief Executive Officer, *Glen Jonas*, states, "At RFT the most valuable thing we earn is trust. We are immensely pleased in having consistently earned Carlton's confidence, and the continued opportunity to enhance senior living together." RFT's Vice President of Enterprise Accounts, *Joleen Simonetti*, adds, "Carlton is leading the way in northern California providing the highest quality care via the latest technology trends and RFT is the quintessential partner in helping them do that with our innovative wireless safety and security solutions."

## About Carlton Senior Living

While caring for his mother in the early 1980s, Carlton founder Tom MacDonald, saw the need for a different kind of senior care community. At the time, there were few independent or assisted living options for active seniors who wanted a higher level of services and amenities. Tom set out to create an environment where seniors could benefit from a wide variety of activities, fresh, healthy meals and a caring, well-trained staff. Drawing on his expertise as a real estate developer and general contractor, Tom personally designed the earliest Carlton communities, and in 1985 the company opened its first assisted living community in Pleasant Hill. In 1989, retired professor of dentistry Dr. Don Engle joined the company as a founding partner, adding valuable healthcare and business experience. Today, Carlton is one of northern California's most successful senior living providers, winning national awards for its resident care, health & fitness programs, and staff-development initiatives. For more information, visit: [www.carltonseniorliving.com](http://www.carltonseniorliving.com) or, contact: [info@carltonseniorliving.com](mailto:info@carltonseniorliving.com)

## About RF Technologies

RF Technologies (RFT) is a leading provider of safety and security solutions for senior living, healthcare, hospitality, and education, leveraging radio frequency identification (RFID) and real-time locating system (RTLS) technologies. The RFT brand family includes CODE ALERT® call and wander management systems, SAFE PLACE® patient security systems, SENSATEC® fall management products, HELP ALERT® staff duress systems, and EXACTRACK® equipment location systems. With more than 10,000 installations, RFT was the first in the industry to offer remote monitoring, RF consulting, 24/7 technical support by internal staff specialists, and a nationwide service team.

Backed by 30+ years of experience in senior living, RFT solutions are UL-certified to meet today's life safety standards, and can be integrated with other systems for an improved total cost of ownership. For more information visit [www.rft.com](http://www.rft.com).

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**Since 1987, RF Technologies has designed and delivered customizable, wireless safety and security solutions for the healthcare market, leveraging radio frequency identification (RFID) and PinPoint® real-time locating system (RTLS) technologies.**

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