Call4Care Pilot Project in Long-Term Care

October 2024

Core Team Members
Catherine Bailey, Paula McKay, Jenny Zheng, Amanda Leddy, Emily Pridham

Call4Care can enable 2-way voice communication, allowing patients in the community to connect seamlessly with their care team when in need. Programs can choose a pendant or watch that allows for patient-initiated calls by pressing the device's SOS button. Once the call is answered, the patient can speak to a member of their care team to address their concerns. The device, in its current state, also supports geolocation capabilities and can automatically detect some types of falls which initiates an SOS call to get help.

Pilot Overview

To support the diverse needs of people living in long-term care (LTC), amidst staff shortages and current care models often falling short in fulfilling these needs, a necessity was identified for technology to address safe and independent mobility in LTC homes and community.

A pilot project in partnership between Virtual Care Services (VCS) and LTC evaluated both the Call4Care pendants and watches. In the first phase of the pilot, the functionalities evaluated included the accuracy of the GPS location tracking, the call stability of 2-way calling, and the fall detection capabilities. Eight participants residing in a LTC home tested the devices inside and outside the home and shared their feedback.

Results of this pilot found that participants viewed the devices positively:

- 100% of participants felt safer wearing the Call4Care devices.
- 75% would use the Call4Care devices if offered by the organization.
- 63% preferred wearing watches rather than pendants.
- 98% of alerts from participant devices were successfully received by care teams.
- GPS tracking was inconsistent within the home, but accurate in the community outside.

Overall, Call4Care devices showed promise in this initial pilot and were well-received by LTC residents. The next phase currently underway for this project will focus on testing the viability of the watch's biometrics features, verifying the accuracy of biometric readings displayed on the dashboard, and implementing new SMS notifications. Developments already underway also include supporting geofencing that could alert staff if at-risk residents wander from the building. LTC and VCS will also be presenting on this project at the CAG 2024 Conference.