

Lorien Health Systems Teams With Carousel to Help Community Members Maximize Quality of Life

Lorien Health Systems, committed to helping seniors heal, rehabilitate and maximize their quality of life, either in its facilities or in their own home, teamed with Carousel to help its population maximize the quality of their life.

EXECUTIVE SUMMARY

Company: Lorien Health Systems

Industry: Healthcare

Location: Operates 10 communities in Baltimore, Carroll, Harford, and Howard Counties

Number of employees: 5,000

Challenge: Lorien was looking for a more personal way to care for an aging population and maintain growth and vision for the company.

Solution: By teaming with Carousel, Lorien was able to invest in the right healthcare technology to better serve its fast-aging population.

OVERVIEW

One of Maryland's top healthcare systems comprised of nine nursing homes, five assisted living homes and a rehab facility, Lorien Health Systems is a nursing home company that doesn't like nursing homes, according to its CEO Lou Grimmel.

With a sterling reputation and nearly 40 years in business, Grimmel knew that in order to care for an aging population and maintain growth and vision for Lorien, he had to make the nursing home and assisted living experience different—more personal, more like home.

CHALLENGE

Before teaming with Carousel, Lorien Health staffers used to lament the fact that the infrastructure was plagued by slow or no access to digital records, dropped signals and poor equipment syncing—all necessities to maintain a high standard of care and comply with government mandates like the move to electronic health records (EHR). What's more, wireless reception was poor, nurses were bumped off systems and interference from third parties hindered progress and adequate care of the facilities most important assets—its residents. Grappling with a small IT team to support 11 sites, the team turned to one of its vendors for help.

SOLUTION

To tackle these challenges, Grimmel introduced several new initiatives in 2016 in order to keep family members in the loop and improve care. One such improvement is TeleHealth, the newest service from Lorien that works using motion sensors. The sensors track pertinent information about the patient and take into account their daily activities to proactively alert a staff member when something may be awry.



HEALTHCARE



OPERATES 10 COMMUNITIES



IMPROVES QUALITY OF LIFE
FOR FAST-AGING POPULATION

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“The future of caring for the fast aging population really hinges on technology and using the right equipment to be able to support technology,” says Grimmel.

But in order to achieve new levels of individualization and care like TeleHealth, he knew he also had to upgrade their aging IT infrastructure and software.

Aruba HPE, a trusted partner of Lorien, became aware of the company’s poor vendor communication and shoddy on-site support and quickly introduced the company’s executive team to Carousel last January.

“During a purchase with Aruba, that team sent Carousel out and that’s when our renaissance began. They looked at our system and told us the good, the bad and the very bad,” Grimmel says.

“We did our best to build what we thought was needed,” he explains, commenting on the previous IT environment. “But we didn’t know what we didn’t know.” And what they didn’t know was that their current environment wouldn’t allow them to take their business to the next level.

After evaluating Lorien’s current IT environment using heat maps and extensive engineering investigations, the Carousel team uncovered detrimental data switches, improper wireless infrastructure and poor security. Grimmel and the IT team were introduced to key vendors, including Juniper, Aruba HPE and Comcast, to assist with upgrading technology.

In total, Lorien Health Systems updated, upgraded and installed a vast variety of technology, including:

- Aruba HPE and Juniper switches to support wireless, applications, security as well as internet and WAN solutions
- A new back-up data center
- Carrier overhauls at each site & dedicated fiber
- Fiber replacement of all old cable several locations
- Better maintenance for Aruba and Juniper switches & wireless controllers/APs

“Whatever industry you’re in, your partners are a key element to a company’s success,” says Grimmel. Commenting on the project, he adds: “We can’t be in our business and achieve our business goals without having the highway to get us there. We are fortunate to partner with Carousel and Aruba HPE, because that’s what they do for us.”

RESULTS

With all systems live and a focus on innovative technologies like TeleHealth, Lorien quickly reaped the benefits to accelerate their growth. Among the advantages they enjoy are:

- A five times increase in Internet speed for faster synching and critical care information availability
- Improved reliability and redundancy in all areas of Telecom
- Dedicated, secure and private WAN tunnels for patient privacy and HIPAA compliance
- Better functionality and bandwidth for future projects such as AV, UC and Voice
- Redesigned every site Wireless/WIFI infrastructure to allow residents/staff and visitors smooth access and movement within each site seamlessly
- Overhaul of security devices with managed firewalls

Happy with the outcome, Grimmel says, “Everyone in any of our locations is someone’s mom, dad, sister, brother. This technology has given us a new dimension in healthcare that we wouldn’t have experienced otherwise. It’s totally transparent and we have a better possibility of good, positive outcomes. After all, isn’t that the point of healthcare?”