



HIGH PERFORMANCE WI-FI NETWORK

ADTRAN Gives Reliable Wi-Fi to Les Jardins Lebourgneuf Caregivers and Residents

Les Jardins Lebourgneuf is a retirement home community located in Quebec City, Canada, and provides residency and healthcare services to seniors who are both independent and require daily healthcare and nutritional support. Opening its doors in 2002, the retirement community now serves nearly 300 patients, featuring a staff of about 200, including 150 caregivers. The Les Jardins Lebourgneuf residency has 278 units for its residents, and required a Wi-Fi solution that could support not only the residents' needs, but the needs of the caregivers and staff as well.

Saving Time and Money Becomes a Catalyst for Change

Les Jardins Lebourgneuf originally utilized a paper record-keeping service to track all of its residents' information. Everything from vital signs to dietary information was physically written down to monitor the health of the residents. The retirement residence also had no prior Wi-Fi infrastructure in place, utilizing only a basic phone system throughout its campus. This began to pose a problem for the caregivers, as 50 percent of their time was spent on documenting residents' information. Further complicating matters was that caregivers were not able to track residents' information in real-time, and communication among the staff was not instantaneous. As for the residents themselves, the lack of a wireless network meant they had limited internet access, which greatly hindered their ability to both surf the web and keep in contact with loved ones online.

Benefits

ADTRAN's Bluesocket vWLAN solution provides Les Jardins Lebourgneuf with the vital network backbone infrastructure needed to support vital e-health and other enterprise-grade Wi-Fi applications.

- Supported e-health record keeping initiative, with caregivers going from spending 50% of their time on paperwork to now just 21%
- Provides for separate staff and guest network, with residents now able to communicate online with friends and family
- On-site Wi-Fi survey ensured optimum wireless coverage for entire campus

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The amount of time spent compiling written records and communication issues between the staff began to pile up for Les Jardins Lebourgneuf. The retirement community soon began to look for a solution that could provide the necessary network to support the collection of digital health records and other e-health initiatives. Additionally, Les Jardins Lebourgneuf knew it would require an enterprise class Wi-Fi network to support such a move.

“We wanted something that would solve the issues we were facing with our paper documentation system. That is why it was absolutely vital we find a Wi-Fi solution that could provide a strong network to support our residents’ needs for basic internet as well as our staffs’ needs for a digital record keeping system,” said Jocelyn Cloutier, general manager, Les Jardins Lebourgneuf. “We needed a modern solution to fit our objectives for a proper e-health system.”



Les Jardins Lebourgneuf Works with ADTRAN to Support E-Health Initiatives

In conjunction with TELUS, a Canadian telecommunications provider, ADTRAN worked on designing and implementing an entirely new enterprise Wi-Fi network for Les Jardins Lebourgneuf. The residence installed ADTRAN’s Bluesocket vWLAN solution to create the robust Wi-Fi network backbone that Les Jardins Lebourgneuf needed to support its new e-health record keeping initiatives.

Installation was nearly seamless, thanks to a pre-site survey conducted by ADTRAN. The survey ensured that access points (APs) and other wireless infrastructure was placed throughout the campus in a manner that would ensure the most efficient network was available. With the ADTRAN/TELUS solutions installed throughout the residence, Wi-Fi connectivity is ensured for both staff and residents, which is saving Les Jardins Lebourgneuf valuable time and money as they are realizing a cost savings of nearly \$350,000 since the installation.

“After reviewing all of the options we had, we felt that nothing could beat the quality and price of the ADTRAN solution. In concert with TELUS, they have provided us with the vital infrastructure we needed to move our residence into the modern era of caregiving for our elderly residents,” said Cloutier. “Our employees are far more efficient now, and are able to devote more time to ensuring our residents are as comfortable and looked after as possible.”

ADTRAN Makes E-Health a Reality for Les Jardins Lebourgneuf

With the ADTRAN/TELUS solutions in place, Les Jardins Lebourgneuf has moved to a fully autonomous record keeping system. Caregivers are now able to spend upwards of 79 percent of their time with residents, as opposed to only 50 percent prior to the deployment. Caregivers are able to utilize Apple® iPads® and Microsoft® Surface® tablet devices to keep track of residents’ vital signs, dietary needs and communicate with one another, all in real time. The peace of mind that both caregivers and families of the residents get lets them rest easy knowing they will always have up-to-date and accurate information on the residents at any time.

LES JARDINS LEBOURGNEUF



Additionally, residents are able to have quality internet access everywhere in the residency. This gives them the chance to both surf the web and maintain contact with loved ones and friends who might not be able to visit in person. Thanks to the robust quality of the network, Les Jardins Lebourgneuf can offer internet access to its residents as well as its employees and e-health systems without the two conflicting with one another. Neither the residents nor caregivers ever have to worry about the network not being there when they need—or want—it most.

“You can have an e-health system in place for a residency such as ours, but if it cannot handle the workload and fails, then that creates all sorts of problems. The reliability and coverage of the Wi-Fi network is the main support for our e-health system, and it has never failed us,” said Cloutier. “The Wi-Fi network has given us a first class level of service and accuracy that we were not able to achieve before.”

Cloutier has been so pleased with his deployment that he has begun to share his experiences with other retirement communities in Quebec looking to make a move to e-health applications. Cloutier has showcased Les Jardins Lebourgneuf and his ADTRAN/TELUS technology to

other large retirement communities in the region, urging them to move away from the traditional means of taking patient notes towards an automated, patient-focused e-health network.

“We have been extremely pleased with our network situation. From the site survey that helped determine the correct placement of equipment to the network itself, everything has worked immensely well,” said Cloutier. “Our caregivers are happier knowing that they have the right information whenever and wherever they need it and our residents are now getting more one-on-one time with our employees. Having this network in place has totally changed how we care for and interact with our residents for the better.”



ADTRAN, Inc.
901 Explorer Boulevard
Huntsville, AL 35806
256 963 8000

General Information
800 9ADTRAN
www.adtran.com/contactus

**Canada Headquarters—
Toronto, Ontario**
+1 877 923 8726
+1 905 625 2515
sales.canada@adtran.com

Canada—Montreal, Quebec
+1 877 923 8726
+1 514 940 2888
sales.canada@adtran.com

Mexico and Central America
+1 256 963 3321
+1 52 55 5280 0265 Mexico
sales.cala@adtran.com

South America
+1 256 963 3185
sales.brazil@adtran.com
sales.latam@adtran.com

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