

A New Way of Doing Business

Increasing independence while maximizing staff resources

case study

The Story

Eight Years ago, Dungarvin staff realized they would need to start getting more creative in how they provided care. People served were expressing a stronger desire to be more independent while maintaining staff was becoming increasingly more difficult, especially during overnight shifts. Those staffing challenges were only going to get more significant due to a shrinking workforce population.

The Solution

Thinking through scenarios on how to navigate both the independence desire of residents and how they would provide services to a group of individuals with significant medical and physical care needs as the workforce becomes more limited in the future, Dungarvin worked with Sengistix to provide alternative overnight supervision at two locations with 11 homes total where a staff person was previously present 24/7.

The Method

Dungarvin staff spent several months documenting the needs that arose at night to get a better understanding of scenarios that might come up. They then implemented the remote support technology, consisting of various sensors and silent call buttons on pendants, that alert awake float staff assistance is wanted/needed. They piloted the technology while maintaining their original overnight sleep staff for testing and assurance purposes until everyone was comfortable with the new system.

The Results

Following the implementation of technology, four staff are now able to safely provide the round-the-clock care it once took fifteen staff to accomplish (11 sleep shifts were reduced leaving four awake shifts). With funding reimbursements now in place, Dungarvin is able to bill for the same hours of service. Additionally, the clients gained increased privacy and independence saying they felt "a little more normal" and one man appreciated "not having someone sleep on his couch".

When Anna Hegland, Director at Dungarvin, was asked about work prior to implementing the technology and after, she replied,

"I would never want to go back."

Dungarvin

Dungarvin is a national organization of privately owned companies that are dedicated to providing high quality, community-based supports to people with varying support needs. Founded in St. Paul, Minnesota in 1976, Dungarvin has grown to employ approximately 4,000 people who currently provide supports to over 4,000 individuals across 14 states.

ARRM Technology Resource Center

The ARRM Technology Resource Center serves as Minnesota's primary source of information for providers, case managers, and families on how to assess, plan, fund, and implement various forms of technology supports. Updated regularly, the Resource Center features new information, case studies, educational articles, and training events.