



# Healthcare Provider Expands Nursing Home Mobility

Unified wireless network helps Life Care Centers of America streamline processes and improve resident care.

Customer Name: **Life Care Centers of America**  
Industry: **Healthcare**  
Location: **Cleveland, Tennessee USA**  
Company Size: **40,000 Employees**

## Case Study

### Business Impact

- Protected existing network investment and prepared for future growth
- Streamlined network management and maximized IT resources
- Saved staff administrative time and improved resident care
- Improved resident quality of life and gained competitive edge



### Business Challenge

A premier provider of long-term healthcare since 1970, Life Care Centers of America operates more than 200 skilled nursing facilities nationwide. In 2008, the clinical services department at Life Care decided to expand its existing wireless network to improve the quality of resident care. At the time, the center had 600 Cisco autonomous access points deployed throughout its facilities. One access point placed around each nurse's station, however, limited wireless coverage to the hallways. "With a brand new rehab therapy system in place, it became increasingly important to deploy a comprehensive wireless network that would support our existing and future clinical applications and provide mobile access to electronic medical records," says Gene Chastain, director of Technical Services.

### Solution and Results

After a competitive evaluation, Life Care chose Cisco because of its ability to provide a complete end-to-end project solution, including intuitive management software and an experienced integration team. Life Care worked with Cisco Partner, Internetwork Engineering, to design, configure, and deploy the network. "By easily integrating our existing wireless access

points into the centralized architecture of the Cisco Unified Wireless Network, Cisco ensured we didn't lose our initial investment," says Chastain. "And Cisco's Wireless Control System allowed us to streamline network management and deployment, while maximizing our IT resources."

Today, Life Care manages 2000 access points, located throughout its 223 nursing homes, from its headquarters in Tennessee. "Providing Life Care with the ability to centrally manage and control multiple sites illustrates the potential for a giant leap in patient care, not only in skilled nursing facilities, but across the entire healthcare industry," says Dennis Holmes, Mobility Practice manager at Internetwork Engineering.

The Cisco Unified Wireless Network has extended mobility to clinicians, physical therapists, and doctors, enabling them to spend more time with residents and improving the quality of care. Certified Nurse Assistants and therapists now have the ability to record documentation in real time from the patient rooms. Visiting physicians access electronic medical records, lab results, and hospital patient information via the secure guest access network, tracking each resident's care carefully. Providing Internet services for residents and their families also improves the quality of life in the nursing homes.

For more information on the Cisco Unified Wireless Network and 802.11n technology, visit <http://www.cisco.com/go/nextgen-wireless>.

To find out more about Life Care Centers of America, visit <http://www.lcca.com/>.

For more information on Internetwork Engineering's wide array of Clinical Mobility Suite solutions, visit <http://www.ineteng.com>.



**"The Cisco Unified Wireless Network will give us the ability to expand our point-of-care systems and mobile services well into the future, clearly differentiating us from other long-term healthcare facilities."**

**Gene Chastain**

Director of Technical Services, Life Care Centers of America