



CASE STUDY

Embassy Healthcare Updates All Facilities with Standardized Communication Solutions from CTG

Embassy Healthcare was founded in 1998 and oversees a range of assisted living, skilled nursing and rehabilitation centers throughout Ohio, Pennsylvania, and Florida. Their extensive clinical capabilities include centers that specialize in advanced ventilator care, cardiac care, peritoneal dialysis, physical and occupational rehabilitation, memory care and more.

ISSUES



Lack of knowledge of acquired facilities



Multiple providers at each location



Outdated technologies including phone systems and cabling

CTG SOLUTIONS



Survey and inventory of each facility's technology



Provide a standardized phone platform



Upgraded technologies across the board

CHALLENGE

Acquisition is a good thing, but taking stock of current technologies can be like opening up a can of worms. During 2020 and into 2021, Embassy Healthcare has acquired around 13-14 nursing and assisted living facilities throughout Pennsylvania, Ohio, and Florida in addition to their existing facilities.

These acquisitions require a thorough inventory of which technologies are currently being used, what can possibly be updated, and potential changes that need to be made.

Unfortunately, many of the acquired locations have multiple providers and phone systems, services no longer supported by the vendor, and staff members that do not know what facilities are currently being used or not. Luckily for Embassy, they have Corporate Technologies Group (CTG) as a technology partner to help them sort this can of worms.

SOLUTION

CTG has been working with Embassy Healthcare for the last 6 years, standardizing communications and improving their technology. With the addition of the acquired locations, CTG would need to complete the following:

Technical site survey of each facility

These survey all technologies at each facility. This will give CTG and Embassy more accurate records of the facility's technologies and infrastructure.

Cabling

CTG is assisting Embassy with cabling newly constructed and converted assisted living facilities that previously had outdated and insufficient cabling.

Improving phone systems at facilities

Some facilities have outdated phone systems or phone systems that are no longer being supported by their vendor. By moving each location to a new hosted or premise based solution (depending on their infrastructure), each will have a better user experience, benefiting Embassy's staff and current residents.

Billing

CTG works with each property to conduct a billing review, develops a full profile of services, and ensures that Embassy is authorized for each account.

RESULTS

- **Continuity between locations**
- **Improved communications**
- **Condense phone systems**
- **Full inventory of current technologies**
- **Upgraded internet and phone systems for acquired locations**

“Having that go-to person or company has been helpful. Having one provider with multiple facilities helps streamline the communication in ways that couldn't be accomplished with multiple vendors.

If CTG is working on it, I am confident that it'll get done.”

— Andrew Perkins,
Executive Director