



HilverZorg Foundation – Nursing Home Zonnehoeve



COMPANY PROFILE

The HilverZorg Foundation in the Netherlands is a large organization that provides residential nursing care at seven locations as well as home nursing care for all phases of aging. One of the facilities, Zonnehoeve, is HilverZorg's expertise center for people with dementia. Located on the Zonnestraal estate, in the middle of the beautiful Loosdrechtse forest, residents can enjoy peace and the outdoors. Zonnehoeve is comprised of multiple departments and a ward with single rooms and apartments.

THE CHALLENGE

Keeping the residents safe at Zonnehoeve necessitates that the provision of keys is done in a good, reliable, and safe way. At one point, over 500 issued keys were distributed, and challenges occurred when many would take keys home. For security reasons this proved to be inconvenient and unsafe.

THE SOLUTION

It was soon determined that procedures to access keys between residents and nursing staff, was vitally important to be supplied by computerized key management. The organization then started looking for an alternative for the distribution of keys with registration which could serve as a basis for tightening the procedures. The key management system KeyWatcher® met the set criteria and wishes. In addition, the KeyWatcher® had already proven its functionality and reliability with its use in other departments of the organization.



MORSE WATCHMAN SOLUTION

Because allocated keys are only released to users with the appropriate authorization, the KeyWatcher® helps to pursue a certain policy and to ensure that procedures are followed. On a minimum-sized wall surface the ergonomically executed system eliminates old-fashioned key cabinets, unreliable handmade journals and sloppy ID tags. It files the history of each key including the user, date and time of distribution and return of the key. The solidly executed stainless steel cabinet has been designed to prevent abuse and it is manipulation-proof. By using the KeyPro™ Performance Software you can manage, if you are authorized, one or more KeyWatcher® systems through the network of any work station within your organization. You are able to change the data in your database, retrieve reports, release keys, cancel alarms etc. This way, the opportunity is created to manage and check the access to buildings and rooms, subject to time and place, 24/7.

"Thanks to the KeyWatcher® the number of issued keys has been reduced by almost 50%. After attending a Manager-Training it was possible for me to immediately solve a number of incidents. The system contributes to a higher level of security and the sense of responsibility of the employees. Thanks to KeyWatcher® I have got time to spare and I am able to concentrate on other things now."

Team Manager Lidia Agtereek
HilverZorg – Zonnehoeve Foundation



IMPLEMENTATION

After opting for the KeyWatcher® key management system, Zonnehoeve decided to install the system at a central point which is only accessible by staff. The KeyWatcher® manages the access to the keys and the keys can be tracked when they are in use, including the times and user names. The personnel are authorized different levels of access to the smart keys with keys. This way, efficient control is managed and carelessness or inadvertences will be prevented. By means of the KeyPro™ Performance Software the KeyWatcher® systems are managed at a distance both centrally and locally through a modem connection and the transactions and reports are filed.



THE RESULT

Thanks to the use of the KeyWatcher® key management system of Morse Watchmans and the KeyPro™ Performance Software, Zonnehoeve has been able to create a stricter key policy and to tighten the procedures concerning management and reporting. The possibility of time-saving and single use for example by temporary workers, have also been of importance in successfully deploying the system.

