

Case Study

Construction management firm overseeing multiple senior housing and care facility projects sought collaborative partner to provide customized, integrated communication systems.



Client:

Fishers, Ind.-based Meyer Najem Construction

Challenge:

To secure an integrated communication solution provider with a deep knowledge in both health care and security to serve on the team for multiple assisted living and skilled nursing projects.

Solution:

- Establish a partnership and collaboration focused on customer service and satisfaction
- Engage a firm well-versed in best practices of design-build project delivery
- Create a nimble-natured communications solution that could be modified to meet the needs of each unique property
- Continue to nurture a longstanding customer relationship based on providing collaborative solutions and options at cost-effective levels

Results:

- Unique communications solutions ensuring both resident safety and staff efficiency
- Quality control measures ensured through design-build project delivery
- Continued a long-standing, trusted advisor relationship

THE CLIENT

Established in 1987, Meyer Najem provides an array of value-added services to building owners and clients including construction management, pre-construction, design-build, general contracting, and interiors and tenant finishes. The company concentrates in the health care, senior living and institutional markets.

THE CHALLENGE

Meyer Najem was chosen as the construction management firm for multiple senior housing and care facility projects by one of country's leading providers of concierge-based health care that feature multiple social destinations, restaurant-style dining, private rooms and baths, as well as wellness and therapy rooms. This project required an integrated communication solution provider with a deep knowledge in both health care and security to serve assisted living and skilled nursing. In addition, the solutions provider needed the flexibility and knowledge to customize each system per each facility's individual and unique needs.

ESCO COMMUNICATIONS SOLUTION

A long-time partner with Meyer Najem, ESCO had worked collaboratively with the Fishers, Ind. -based firm in the past. ESCO's design-build expertise as well as its depth of knowledge in health care and security systems provided a natural entrée into this project. ESCO Communications' design-build services provide an integrated approach to developing solutions that provides clients with systems that meet their needs within their budget. Meyer Najem sought out a collaborative partner that could navigate the complicated needs of multiple senior living facilities with different requirements.

While each facility is consistent in the number of units – 100 – and square footage – 70,000 – each has unique needs based on location, and specific amenities desired by the operator. Fire alarm, access control, nurse call, data infrastructure, surveillance and sound systems are among the needs of these care facilities. It's up to ESCO to work closely with the design team to develop the technology scope, and coordinate the interface points for each system with the electrical, mechanical and architectural designers in order to produce a quality set of project documents. ESCO also actively

"ESCO is extremely proactive. They bring other opportunities to the table that are truly beneficial. They are so responsive; Rick Ford is a great point person for these projects, and he facilitates everything for us."
– Mike Mattingly, preconstruction manager, Meyer Najem

participates in the procurement and construction processes to effectively transfer the performance intent of the design. This “alpha-to-omega” approach is one of the realized advantages of the design-build method of delivery, according to ESCO’s Rick Ford. “When you know the desired outcome from the initial design process, it makes overseeing and achieving those goals a natural and easier progression of services.”

THE RESULTS

While the systems provided by ESCO on these assisted living projects are fairly basic, the way in which ESCO integrates them for end-user efficiencies and security establishes their expertise. For instance, an access control system is integrated into the nurse call system that alerts nurses that a locked door has opened – a significant safety risk for patients in their care. The fire alarm system is also integrated into the access system to unlock exit doors and close fire doors. Likewise, the night access system notifies nurses at their workstation and is integrated into a camera and audio system that they can monitor from their computers; remote buttons can unlock the door, eliminating the need for nurses leaving their stations and their residents.

“All of those needs are identified in the up-front conversation as part of the design team with the owners/developers and architects,” explains Ford. “All needs that may be added as an ‘after-thought’ in a delivery method outside this integrated approach.”

Once these systems are installed and the facility operators begin to train staff, ESCO provides systems training as part of their deliverable services. Their intimate knowledge and expectations of the systems allows for yet another layer of quality control unique to ESCO’s design-build approach. “This is truly one of the best systems providers we’ve ever worked with in the assisted living arena,” says Meyer Najem project manager Mike Mattingly. “We will absolutely continue to utilize their services throughout the Midwest on these projects.”

