neteera

CASE STUDY

Alert Surfaces Undocumented Heart Condition Two Nights After Go-Live

Wesley Family Services operates 30 group homes across western Pennsylvania, providing residential care and support to adults with intellectual and developmental disabilities (IDD) and autism.

CHALLENGE Wesley Family Services' direct care staff are highly dedicated but aren't nurses, and bed checks throughout the night, even with double coverage at some homes, are built around safety, rather than vital signs. This leaves a period of time during the night that physiological changes may go completely unnoticed, a monitoring gap common across residential and long-term care settings. Any technology solution would need to meet their population's sensory needs and fit into daily routines without disrupting them.

SOLUTION The Neteera System's contactless, radar-based sensing technology provided the passive experience their residents and staff needed. Before activating a single sensor, the Wesley Family Services team laid the foundation for strong adoption and integrated workflows. Residents, guardians, and physicians provided consent; every on-call supervisor, remote support staffer, and site team completed Neteera Academy training; and a clear response plan defined who did what when an alert came in.

With that in place, they activated the Neteera System's vital sign and activity monitoring across three pilot homes. The system automatically delivered data, insights, and customized notifications for each resident to the team, without burdening staff or relying on resident adherence.

"It seems unbelievable that we were able to put an individual risk mitigation plan in place within days of first using the system. The Neteera System is easy to use, and the Neteera team has been amazing to work with, providing us with continual support. We're looking forward to utilizing it in all of our homes."

~ Lesli Miller, Assistant Director, Residential Program
Wesley Family Services

Wesley Family Services®

RESULT On just the second night after activation, the system flagged that a resident's heart rate dropped several times, well below his baseline. Following their established process, remote support staff alerted the home's on-site manager, who checked on him directly. After confirming additional readings matched what the system showed, staff took him to his primary care physician. The visit surfaced a heart condition his physician was aware of but was never written into his residential care plan.

Within days, Wesley Family Services scheduled him with a cardiologist and put a documented risk mitigation plan in place based on his physician's recommendation: if his heart rate drops below a specified rate, staff call 911. This information is being added to his care plan, so remote support, on-site staff, on-call supervisors, and his support coordinator all work from the same protocol, regardless of who's on shift. Instead of being woken for repeated wellness checks whenever a reading dips, the resident rests undisturbed, with staff now responding only when his heart rate hits the protocol number.

The Neteera device is FDA-cleared, CE-certified by NB 2797, and HIPAA-compliant.
The Neteera device should be used only as specified in the Instructions for Use (IFU) and according to its intended use.