Recover Health
We bring health care home

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LeadingAge® CAST
center for aging services technologies

The LeadingAge Center for Aging Services Technologies (CAST) is focused on accelerating the development, evaluation and adoption of emerging technologies that will transform the aging experience. As an international coalition of more than 400 technology companies, aging-services organizations, businesses, research universities and government representatives, CAST works under the auspices of LeadingAge, an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging.

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PointClickCare®

Supporting Independence of Seniors through Remote Activity and Adherence Monitoring

Category

Prolonging/Supporting/Regaining Independence

Organization Name

Recover Healthcare

Organization Type

Home and Community Based Services

Organization Description

Operating in Minnesota, Wisconsin, Iowa, and Nebraska, Recover Healthcare provides a wide range of personal care, nursing, therapy, and health-related services to over 4,000 clients. Recover Healthcare follows a community-based approach and places an importance on affording its clients the opportunity to remain at home as long as possible. With a focus on in-home visits, the team provides care to those with varying levels of care needs, whether that be intensive intervention or more general daily living assistance. The ultimate is goal is to ensure its clients receive the quality care they need, while also keeping their independence.

Project Description

Recover Healthcare had first-hand experience with some of the healthcare trends impacting their business and the long-term care industry as a whole, and were interested in leveraging technology to help address some of these challenges. Having already partnered with PointClickCare for over five years for their senior care facilities, Recover Healthcare saw an opportunity with PointClickCare's acquisition of TouchStream Solutions and the possibilities of in-home remote monitoring.

With a focus on the industry's shift to a more acute awareness of hospital readmissions, and an organization focus of providing clients the opportunity to remain at home as independently as possible, Recover Healthcare implemented the TouchStream Remote Monitoring solution in a selection of their independent living facilities, as well as 20 of their client's homes.

Functional Assessment and Activity Monitoring System Type from the Assessed Patient/Resident/Client/User's Perspective

The TouchStream solution features optional wireless health devices to help users effortlessly record and track health information. Supported devices include a weight scale, blood pressure cuff, oximeter and five popular glucometer models. Users also have the option to use their own personal health devices and manually input readings via a touchscreen.

TouchStream's patent-pending medication scanning feature helps reduce medication errors and improves medication compliance by enabling users to scan a compartment from their pillbox before taking medications. The entire system can be tailored to the needs of the individual and can be as interactive, or passive as desired.

Functional Assessment and Activity Monitoring Single/Multi User Type

The TouchStream solution has a multi-user capacity with the ability to distinguish between multiple users.

Business Model

Recover Healthcare implemented the solution in homes of their Medicare and private pay clients. The main focus was to get the solution into the homes of their clients that had chronic, long-term care needs enable staff to maintain accuracy of charting by having the nurse chart real-time in the home, and tracking the health of their clients electronically to help reduce incidents of re-hospitalizations.

Implementation Approach

Recover Healthcare worked closely with PointClickCare and TouchStream to integrate the solution as a pilot in multiple independent living facilities and client's homes. Recover has rolled out the solution in 20 of their facilities, leveraging the training resources from TouchStream to train the nurses and families on using the system. The intuitive nature of the solution has made the adoption of the technology fairly simple for both the nursing staff and the client's families.

Recover worked with TouchStream to set-up a half-day training session for all new implementations. Nurses were trained on-site first, learning how to use the hardware and software interface. Following this, the nurses brought the equipment to the client's home and set-up a training with the patient and their family. This has been a very successful model for Recover with very limited implementation and adoption issues.

Outcomes

Very early in the piloting period, Recover noticed that the TouchStream solution has allowed clients to enjoy prolonged independence and in many cases, has helped Recover clients to regain independence with respect to medication administration and management.

In one case in particular, a TouchStream user has been able to improve her adherence with her daily medication routine from 60% to 95%, reducing forgotten medications and missed doses by 35%. She was able to achieve this through the intuitive system that provides daily audible reminders to take her medication and alerting care staff if a dosage has been missed.

The solution has also allowed the family to be more involved in their loved one's daily care. With easy to understand notifications and updates, the family members are able to stay informed of important indicators as they happen, as well as helps the family to emphasize the importance of medication adherence when it comes to helping their loved ones remain independent.

Challenges and Pitfalls to Avoid

One area that Recover found to be a challenge was the acceptance that implementing a solution like TouchStream, which affords clients more independence, can sometimes lead to a slight reduction in revenue, especially in the area of administering medications. Recover believes that this is an area that shouldn't make organizations apprehensive to adopting solution like TouchStream. From a long-term perspective, the increased independence and visibility into the client's day-to-day well-being will allow organizations to staff more effectively and reduce potentially avoidable instances of re-hospitalization.

Lessons Learned/Advice to Share with Others

The TouchStream solution resonates well with Recover's clients. From an organizational perspective, Recover has found that it is more economical to utilize the solution with clients with more independence. This has helped Recover maximize staffing by having smaller teams of care providers able to manage residents more effectively by having the technology facilitate daily activities.