Leveraging Technology during Covid-19

Presenters:

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Why Technology During Covid-19?

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Access to HealthCare--Telehealth

Source: https://www.bettermedicarealliance.org/

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Real-Time Interactive (Synchronous) Telehealth

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Store-and-Forward (Asynchronous) Telehealth

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Potential Uses

- Patient Education and Self-Management
- Pre- and Post-Acute Management of Chronic Conditions
- Post-Acute Patient Stabilization
- Long-Distance Routine Check-Ups/Treatment
- Specific Teleconsult (e.g., psychiatry, dietary, respiratory therapy)

Additional Telehealth Benefits During the Pandemic

- Prevention
- Access
- Supplementing Clinical Staff
- Emergency Triage
- Conserving the use of Personal Protective Equipment (PPE)

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Advice

Independent Living

- Make sure your residents know about these flexibilities
- Encourage them to take advantage of these option to access health services safely
- May need to help/ support residents with Internet connectivity, if you provide it

Skilled Nursing and Assisted Living

- Explore telehealth options with Healthcare Partners (Physician and Hospitals)
- Make sure you have the HIPAA-Compliant, FDA-Cleared/Listed equipment and applications compatible with the distant provider's platform, and appropriate connectivity and bandwidth needs

Home Health & Hospice

- Explore FDA-Cleared/Listed Remote Patient Monitoring (RPM)
- Explore HIPAA-Compliant Mobile Point of Care devices for staff
- Explore partnership with Physicians on Chronic Care Management and Palliative Care

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Access to Social Interactions: Social Connectedness/Engagement Technology

- **Social Connectedness Technologies:**
  - Social Networks
  - Video Chat
  - Audio Chat
  - Picture Sharing
  - Photo Sharing
  - Text Chat
  - E-Mail

- **Social Engagement Technologies:**
  - Life Stories
  - Community Activity and Event Management
  - Exercises, Mental Exercises, and Games
  - Music
  - Facilitated Communications and Conversations
  - Companion App or Robot
  - Virtual Reality

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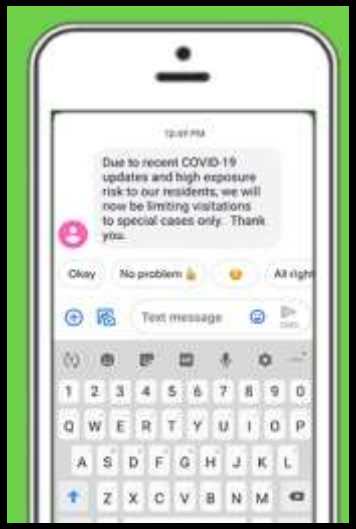
Leverage What You May Already Have…



iN2L™

K4 CONNECT
Life. Connected.

caremerge

Connected Living
EVERY DAY MATTERS

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Video Chat Options

skype™

zoom

Google Meet

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Virtual Group Video Chat Classes

For more information: www.SelfHelp.net

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Virtual Class Examples

- Music Appreciation
- Reminiscence
- Armchair Yoga
- Trivia
- Virtual Museum Tour
- Brain Games
- Poetry
- Current Events

Social Media

Free Telephone Conference Lines

For more information:
https://covia.org/services/well-connected

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Temp Check/Screening Technology

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Temp Check/Screening Technology

- Important Things to Consider
  - Thermal Imaging/ Non-contact temperature is not always accurate
  - People may be infected/ infectious, but pre-symptomatic or asymptomatic. It is important to do more testing and infection control
  - Adding additional screening questions to login (travel history, testing, type of testing, test results, contact info (for contact tracing), etc.)
  - Touchless option and/or Disinfecting Screens/Surfaces automation/ procedure between uses
  - It's screening, not a diagnostic test. It’s not perfect!

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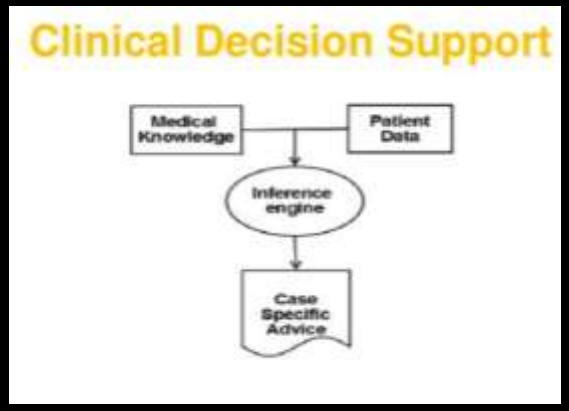
Other Technologies



Vocera Case Study: leadingage.org/sites/default/files/Communications%20Technology.pdf

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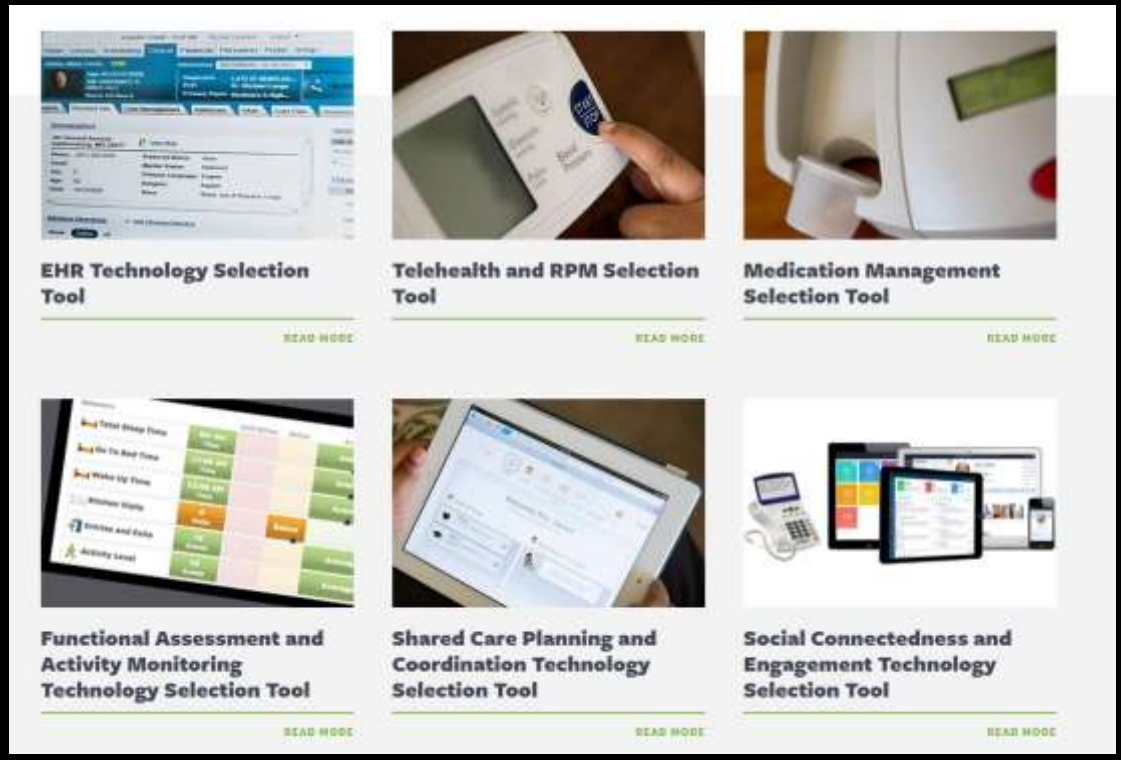
Technology Selection Portfolios

- ***Whitepaper***
- ***Interactive Guide***
- ***Selection Matrix***
- ***Online Selection Tool***
- ***Case Studies***



https://leadingage.org/technology-selection-tools

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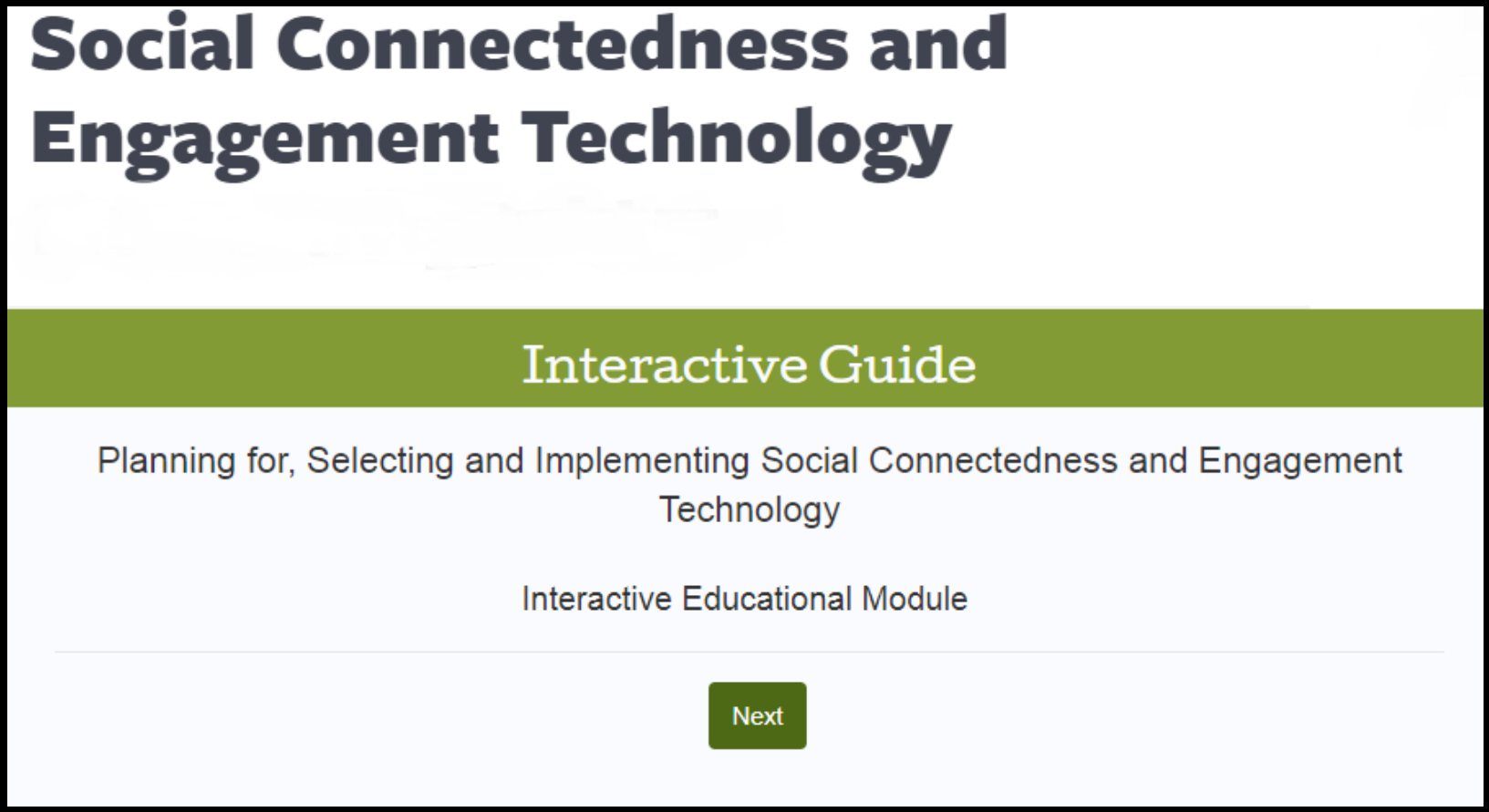
Interactive Guide



http://www.leadingage.org/social-connectedness-and-engagement-technology-interactive-guide

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Product Selection Matrix

	Social Connectedness								
	Social Network (Public, Private, Semi-Private, Both, No)	Video Chat	Audio Chat	Photo Sharing	Event/Activity Sharing	E-Mail	Text Chat	Picture Chat	Other (Please List)
Breezie https://www.breezie.com/	Both	Yes	Yes	Yes	Yes	Yes	Yes	Yes	N/A
care.coach http://www.care.coach/	No	Yes	No	Yes	Yes	No	No	No	24x7 Companion Avatar
Caremerge http://www.caremerge.com	Both	No	No	Yes	Yes	Yes	Yes	Yes	N/A
Connected Living Mobile App https://app.connectedliving.com/	Both	No	Yes	Yes	Yes	No	Yes	Yes	1 to Many Messaging

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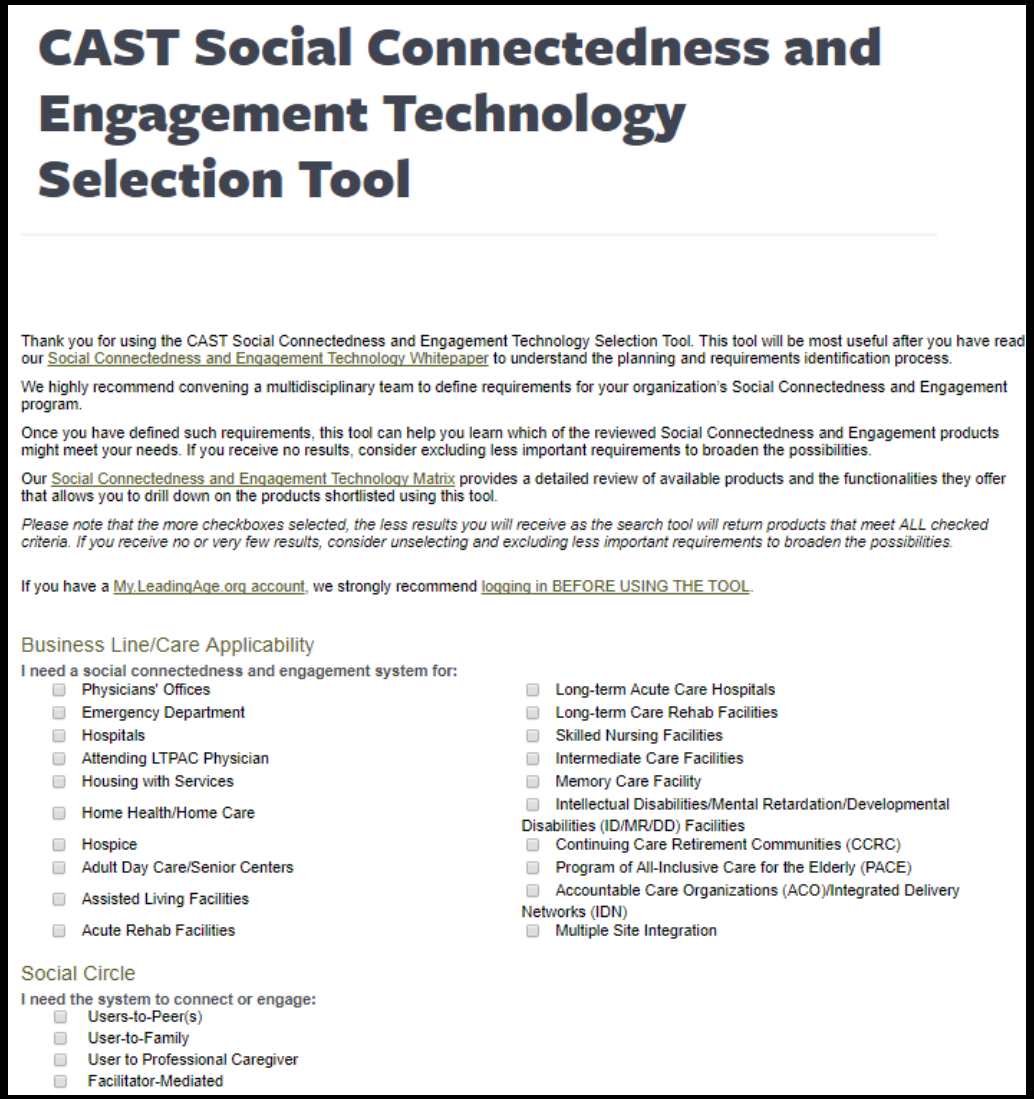
Online Selection Tool/Matrix Demo



CAST Social Connectedness and Engagement Technology Selection Tool

Thank you for using the CAST Social Connectedness and Engagement Technology Selection Tool. This tool will be most useful after you have read our Social Connectedness and Engagement Technology Whitepaper to understand the planning and requirements identification process.

We highly recommend convening a multidisciplinary team to define requirements for your organization's Social Connectedness and Engagement program.

Once you have defined such requirements, this tool can help you learn which of the reviewed Social Connectedness and Engagement products might meet your needs. If you receive no results, consider excluding less important requirements to broaden the possibilities.

Our Social Connectedness and Engagement Technology Matrix provides a detailed review of available products and the functionalities they offer that allows you to drill down on the products shortlisted using this tool.

Please note that the more checkboxes selected, the less results you will receive as the search tool will return products that meet ALL checked criteria. If you receive no or very few results, consider unselecting and excluding less important requirements to broaden the possibilities.

If you have a My.LeadingAge.org account, we strongly recommend logging in BEFORE USING THE TOOL.

Business Line/Care Applicability

I need a social connectedness and engagement system for:

- Physicians' Offices
- Emergency Department
- Hospitals
- Attending LTPAC Physician
- Housing with Services
- Home Health/Home Care
- Hospice
- Adult Day Care/Senior Centers
- Assisted Living Facilities
- Acute Rehab Facilities
- Long-term Acute Care Hospitals
- Long-term Care Rehab Facilities
- Skilled Nursing Facilities
- Intermediate Care Facilities
- Memory Care Facility
- Intellectual Disabilities/Mental Retardation/Developmental Disabilities (ID/MR/DD) Facilities
- Continuing Care Retirement Communities (CCRC)
- Program of All-Inclusive Care for the Elderly (PACE)
- Accountable Care Organizations (ACO)/Integrated Delivery Networks (IDN)
- Multiple Site Integration

Social Circle

I need the system to connect or engage:

- Users-to-Peer(s)
- User-to-Family
- User to Professional Caregiver
- Facilitator-Mediated

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Resources

- QuickCast on Telehealth
  - https://learninghub.leadingage.org/courses/telehealth-telemedicine-and-remote-patient-monitoring
- QuickCast on Social Connectedness
  - https://learninghub.leadingage.org/courses/supporting-social-connectedness-through-technology
- FCC's Telehealth Fund
  - https://docs.fcc.gov/public/attachments/DA-20-403A1.pdf
- CAST Technology Selection Tools
  - https://leadingage.org/technology-selection-tools
- FCC Lifeline Program
  - https://www.fcc.gov/general/lifeline-program-low-income-consumers
- LeadingAge Member Community (CAST/Technology Group)
  - https://www.leadingage.org/member-community
- Tech Time Monthly Newsletter
  - https://leadingage.org/cast-tech-time-newsletter-archive

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Thank You…

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