


Technology-Enabled Care Model



Michael Klatt, President  
The Lutheran Home Association  
and Kingsway Management Services

---

---

---

---

---

---

---

---

Technology-Enabled Care  
is a “Game Changer”

- You Tube Video

Michael Jordan

---

---

---

---

---

---

---

---

Changing the Game

- Michael Jordan didn’t invent the game of basketball however, he influenced change and continues to do so.
- The basketball application to the profession of caregiving.

---

---

---

---

---

---

---

---



### What is Driving the Technology-Enabled Care Movement?

- Unsustainable government expenditures within Medicare and Medicaid programs
- Affordable Care Act
- Most recently, 30 day readmission penalties for hospitals
- Providers looking for growth opportunities

Copyright 2012

---

---

---

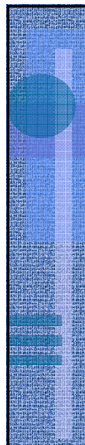
---

---

---

---

---



### What is Driving the Technology-Enabled Care Movement?

- Marketing and census development
- Quality of life for older adults to remain in their own homes with formal and informal support
- Advancement of technology and improved remote monitoring even in more rural areas
- Caregiver worker shortage

Copyright 2012

---

---

---

---

---

---

---

---



### What is Driving the Technology-Enabled Care Movement?

- Fiscal agencies, i.e. managed care companies, long term care insurance companies and government agencies looking to seize the opportunity to predict and prevent major changes in health status, delay nursing home or assisted living placement and reduce costs.

Copyright 2012

---

---

---

---

---

---

---

---



### What is Driving the Technology-Enabled Care Movement?

- Significant lobbying effort by major players in technology through the halls of Congress
- Obvious growth of the baby boom generation and their impact on our services

Copyright 2012

---

---

---

---

---

---

---

---



### What is Technology-Enabled Care Anyway?

Technology-enabled care involves . . .

- Applying the use of sensors and communication devices to assist caregivers in providing better care and an improved quality of life for the elderly
- Allowing caregivers and the elderly themselves to be more proactive in maintaining health and wellness for a more independent lifestyle

Copyright 2012

---

---

---

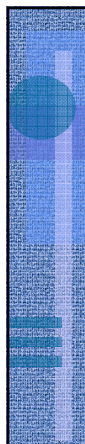
---

---

---

---

---



### What is Technology-Enabled Care Anyway?

Technology-enabled care involves . . .

- Reducing the cost of care and improving outcomes by alerting caregivers to changes that could initiate early care interventions. Early intervention allows health care providers to address problems more effectively and in the least intrusive setting.

Copyright 2012

---

---

---

---

---

---

---

---

## What is The Lutheran Home Association Model for Technology-Enabled Care?

- Kingsway Community Services
  - Technology-enabled care vision - eNeighbor<sup>®</sup> technology in partnership with Healthsense
  - Personal care services
  - Companionship services
  - Chore and concierge services

Copyright 2012

---

---

---

---

---

---

---

---

## What is The Lutheran Home Association Model for Technology-Enabled Care?

- Lives alone
- Independent or minimal supervision
- Lives with a caregiver who needs support
- Uses assistive devices (cane, walker, medical phone alert, etc)
- History of falls or concerns about falls
- Risk of wandering or dangerous behavior
- Alone for more than 4 hours/day
- No frequent and regular contact with others on a daily basis
- Reliability of care-giver or change in care situation
- Hospital or SNF usage
- Concern regarding taking meds on time
- Concerns regarding eating or weight
- Need for in-home vital sign monitoring

Source: Healthsense<sup>®</sup> Copyright 2012

---

---

---

---

---

---

---

---

## Key Elements of Kingsway Community Services Model for Long Term Success

- Defined business plan
- Target market
- Similar business development issues of a home care agency with one key exception
- Revenue strategy – start-up capital
- Marketing
- Staffing model
- Identify partners, especially champion partners

Copyright 2012

---

---

---

---

---

---

---

---

### What are the “Must Haves” in the Implementation of a Technology-Enabled Caregiving Model?

- Involve people who are affected by any change process to:
  - understand their perspective and include this in planning,
  - get them to “own” the change,
  - address issues of potential resistance or barriers to the change
  - create an inclusive environment where people feel they have had some input so they utilize the technology effectively

Source: Healthsense Care Alliance, LLC  
Copyright 2012

---

---

---

---

---

---

---

---

### “Must Haves” Competencies that Define Success

1. Ability of the organization to adapt to the changing requirements of senior care
2. Ability to deliver quality care where and when it is needed
3. Ability to institute effective care practices that result in better health and wellness, and greater independence for seniors, at the best possible cost

Source: Healthsense Care Alliance, LLC  
Copyright 2012

---

---

---

---

---

---

---

---

### “Must Haves” An Organized Process for Implementing Change

1. Establish a task force
2. Define a baseline
3. Engage stakeholders
4. Determine how the new process aligns with current practice
5. Develop an implementation plan
6. Measure results and share with stakeholders
7. Support just in time learning
8. Share best practices

Source: Healthsense Care Alliance, LLC

---

---

---

---

---

---

---

---

**“Must Haves”**

*Success Tip – Communicate the reasons for change and expectations placed on staff*

- Why are we changing our care practice?
- What are the benefits of this change?
- What is expected of staff?

Source: Healthsense Care Alliance, LLC  
Copyright 2012

---

---

---

---

---

---

---

---

**“Must Haves”**  
**Opportunity to Develop Additional Skill Sets and Capacity**

- Improved understanding of the aging process and early recognition of changes that can improve or maintain the quality of life desired by, and important to older adults.
- Understanding of the role of technology in planning care and easing the caregiving burden.

Source: Healthsense Care Alliance, LLC  
Copyright 2012

---

---

---

---

---

---

---

---

**“Must Haves”**  
**A “Champion”**

- Change leader
- Accountable for the successful incorporation of technology into the caregiving process
- Must believe in the need to adopt these new approaches
- Help staff to believe in them and adopt them as well

Source: Healthsense Care Alliance, LLC  
Copyright 2012

---

---

---

---

---

---

---

---



## Other Key Features for Success

- Working in partnership with DHS
- Education of county case managers
- Partnership with like minded technology champions – creation of Healthsense Care Alliance, LLC
- Grant development – working capital to launch

Copyright 2012

---

---

---

---

---

---

---

---



## Final Tidbits for Success

- You need to be a “Champion technology leader” and your team needs to be technology champions and facilitators
- Adjust your position descriptions to reflect what you want in desired talents for technology-enabled care
- Understand that this is an emerging market – an exciting field to plow!

Copyright 2012

---

---

---

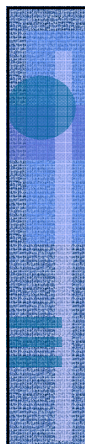
---

---

---

---

---



## Final Tidbits for Success

- Must be a “change agent”
- Must commit to training and ongoing learning
- ROI will come in several forms in using technology-enabled care
- Your business plan needs to be sustainable

Copyright 2012

---

---

---

---

---

---

---

---